Report Fraud To These Agencies

- Los Angeles Dept. of Consumer Affairs: (213) 974-1452 or www.dcba.lacounty.gov
- Internet Crime Complaint Center www.ic3.gov Report Internet fraud
- Consumer Financial Protection Bureau: (855) 411-2372 or www.consumerfinance.gov/older-americans

Other Tips
- Sign up for the “Do Not Call” list at (888) 382-1222. If a stranger or business/contractor/home repair calls, they are a scam and you should hang up.
- To check credit card fraud or banking problems, call your bank and speak to a manager or call the number behind your credit card.

Types of Elder Abuse
- Physical
- Sexual
- Financial
- Emotional
- Self-Neglect
- Neglect
- Isolation from others

Potential Signs of Scams/Abuse
- Fear and/or Isolation
- Unusual banking activity or wiring money to strangers
- Unclean Living Conditions
- Skipped Medical appointments
- New secret “best friend”

Ways to Protect Yourself
- Check it out first with friends and family
- Hang up on solicitors
- Shred financial or medical statements with your name/account numbers/address
- Guard financial information on your computer and phone

Never:
- Never wire money or purchase prepaid gift cards for someone you don’t know or to pay bills charged.
- Never pay in advance for services.
- Never pay in advance to collect lottery winnings.

Top Three Imposter Scams Affecting Seniors:

Lottery Sweepstake Scams
Mailings, emails, phone calls from a lottery winning asking in advance for service fees or tax fees

Grandparent Scams
Phone calls, texts or emails saying “It’s me, grandma. I’m in some trouble. Can you send me some money? But don’t tell mom,” pretending to be a grandchild in distress

Romance Scams
Scammer expresses friendship or romantic interests too quickly, are never able to meet in person and asks for financial help

Other Scams:
- Debt Collection
- Charities
- IRS

How often does elder abuse happen?
- 1 in 10 Americans age 60+ experience abuse.
- For every elder abuse report, 24 go unreported.

(National Center on Elder Abuse, 2013)
(New York State Elder Abuse Prevalence Study, 2011)
If you believe that you or someone you know is being abused or financially exploited, report it immediately to the Elder Abuse Hotlines below.

To report abuse or exploitation found at home:
Adult Protective Services
(877) 477-3646

To report abuse or exploitation at a nursing home, assisted living or board and care home:
Long-Term Care Ombudsman
(800) 334-9473
After hours crisis line
(800) 231-4024

About Reporting:
- You can make a report anonymously 24 hours a day, 7 days a week.
- You do not need to have proof that the abuse is occurring. Even if you suspect something, you should report it.

For more information or assistance about services for older adults and caregivers, contact us at:

City of Los Angeles
Department of Aging
221 N. Figueroa St., Ste. 500
Los Angeles, CA 90012
(800) 510-2020
(213) 482-7252
www.aging.lacity.org
Email: age.webinfo@lacity.org

For information on other common scams, visit:
Federal Trade Commission
www.ftc.gov

For information on scams, identity theft assistance, privacy and safer computing, visit:
www.onguardonline.gov

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As a covered entity under Title II of the Americans with Disability Act, the City of Los Angeles does not discriminate on the basis of disability.

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