



Fraud Quiz

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Seniors Fraud Awareness Campaign 2001

In the past year,

1. How often have you given a credit card number over the phone?
 - Never ____
 - 1 – 2 times ____
 - 3+ times ____

2. How often have you played casino, bingo or other games of chance?
 - Never ____
 - 1 – 2 times ____
 - 3+ times ____

3. How often have you entered a contest with a ballot?
 - Never ____
 - 1 – 2 times ____
 - 3+ times ____

4. How often do you check your bank account and credit card statements?
 - Each month ____
 - Every couple of months ____
 - Spot-check them from time to time ____
 - Rarely check them ____

5. You win a great prize but you have to pay for postage or taxes to get it. What would you do?
 - Send the money to get the prize ____
 - Listen then hang up ____
 - Ask questions to verify the offer ____
 - Interrupt the caller and say, “No thanks.” ____

6. I enjoy receiving phone calls from nice salespeople.
 - Disagree strongly ____
 - Disagree slightly ____
 - Agree slightly ____
 - Agree strongly ____

7. Before buying a large appliance or car, I check published information like Consumer Reports.

- Disagree strongly ____
- Disagree slightly ____
- Agree slightly ____
- Agree strongly ____

8. My lifestyle is very hectic.

- Disagree strongly ____
- Disagree slightly ____
- Agree slightly ____
- Agree strongly ____

9. Good manners are a sign of a person's integrity.

- Disagree strongly ____
- Disagree slightly ____
- Agree slightly ____
- Agree strongly ____

10. I'm always looking for new products that will improve my health.

- Disagree strongly ____
- Disagree slightly ____
- Agree slightly ____
- Agree strongly ____

11. If you call a 1-900 number you will be billed at:

- Regular long-distance rates? ____
- Higher than regular call rates? ____
- Flat rate per call? ____
- Don't know? ____

12. Do you take part in Internet chat rooms?

- Never ____
- Sometimes ____
- Frequently ____

13. Internet service providers police bulletin boards for dishonest messages.

- Disagree strongly ___
- Disagree slightly ___
- Agree slightly ___
- Agree strongly ___

14. Only legitimate companies can accept Visa or MasterCard as payment on the Internet.

- Disagree strongly ___
- Disagree slightly ___
- Agree slightly ___
- Agree strongly ___

15. Companies can guarantee profits from their publicly traded stocks in special cases.

- Disagree strongly ___
- Disagree slightly ___
- Agree slightly ___
- Agree strongly ___

*This quiz was excerpted from the Fraud Quiz developed by Industry Canada and used with their permission.

The complete quiz can be taken over the Internet. Use the Canadian Consumer Gateway to find the site. Enter <http://consumerinformation.ca> , choose your language then search the site using the words *fraud quiz*.



Fraud Quiz Analysis

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In the past year,

1. How often have you given a credit card number over the phone?

Never – area of strength

1 – 2 times – area of caution

3+ times – area of caution

Comments

Be sure you are dealing with a reputable firm. Even so, there is always a risk giving your credit card number to anyone. If you make the call, you have more control rather than giving a number to someone who calls you.

Always check monthly credit card statements to ensure there are no unauthorized transactions.

Alberta Government Services has the following information about lost or stolen credit cards.

If you lose a credit card, the *Fair Trading Act* says a cardholder isn't liable for a debt incurred through the unauthorized use of a lost or stolen credit card after the credit card issuer receives notice of the loss or theft. This notice may be oral or in writing.

The maximum liability for the cardholder in this case is \$50.00, or the amount fixed by the card issuer whichever is lower.

This maximum liability amount does NOT apply if a lost or stolen credit card is used in conjunction with a personal identification number at an ATM (automated teller machine).

2. How often have you played casino, bingo or other games or chance?

Never – area of strength

1 – 2 times – area of caution

3+ times – area of caution

Comments

Area of caution - People who like playing games of chance have a higher tolerance for risk and can be more receptive to fraudulent offers.

3. How often have you entered a contest with a ballot?

Never – area of strength

1 – 2 times – area of caution

3+ times – area of caution

Comments

Personal information you provide on contest forms can be used for other purposes. This is how lists of consumers interested in certain products or who could be considered a ‘mark’ are compiled. Unscrupulous companies use entry forms to solicit business, or you are told you won the prize but it will cost you money.

Lists of people are worth money to others who want to sell or scam. If you buy a product or send money to claim a prize, your name becomes more valuable and moves to a more expensive list.

PhoneBusters says the following about entering contests.

You may also encounter the "sweepstakes scam". After entering a fake sweepstakes contest in the mail, you will receive a call within two to four weeks from a fraudulent telemarketer. This person will usually identify themselves as a lawyer, judge, customs agent or other official. They will represent themselves as an agent for a particular company. You will be told that you have won a large cash award, but money must be sent up front for taxes, etc.

4. How often do you check bank account and credit card statements?

Each month - area of strength

Every couple of months - area of caution

Spot-check them from time to time - area of caution

Rarely check them - area of risk

Comments

A hands-off, trusting approach to personal finance may increase your vulnerability to fraud. Check out all the transactions you can't remember making.

For additional information see question 1 about lost or stolen credit card liability.

5. You win a great prize but you have to pay for postage or taxes to get it.

What would you do?

Send the money to get the prize - area of high risk

Listen then hang up - area of caution

Ask questions to verify the offer - area of caution

Interrupt the caller and say no thanks - area of strength

Comments

You could lose thousands of dollars in deceptive prize promotion schemes. If you really won a prize you won't have to pay for it.

Industry Canada's brochure "What You Should Know About Telemarketing" about the new rules for telemarketing is available on the Internet at <http://strategis.ic.gc.ca/SSG/ct01067e.html> or by calling toll free at 1-800 348-5358.

6. I enjoy receiving phone calls from nice salespeople.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of risk

Comments

People who agree with the statement have been shown to have a higher likelihood of being victimized.

7. Before I buy in a large appliance or car, I check published information like Consumer Reports.

Disagree strongly - area of caution

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of strength

Comments

Researching a large purchase is a sound consumer practice. Informed consumers are less likely to be taken.

Also, the time spent researching allows time for sober second thought. Is this an impulse purchase?

8. My lifestyle is very hectic.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of risk

Comments

Research shows people with hectic lifestyles are more vulnerable to fraud, because they frequently have to make decisions on the fly.

9. Good manners are a sign of a person's integrity.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of high risk

Comments

People with good manners tend to put others at their ease and that's exactly why fraud artists are so well mannered. They use good manners to fool you.

10. I'm always looking for new products that will improve my health.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of high risk

Comments

Anxiety about personal health makes us vulnerable to promises about cures, even if the promises are unrealistic.

11. If you call a 1-900 number you will be billed at:

Regular long-distance rates? – area of caution

Higher than regular call rates? – area of strength

Flat rate per call? – area of caution

Don't know? – area of risk

Comments

Many scams involve hidden telephone charges. Telephone numbers with the prefix 1-900, 976 or 540 involve hidden charges.

PhoneBusters provides the following information about 1-900 scams.

The 900 scams are a variation on a prize scheme. The consumer is encouraged, usually through an offer in the mail, to call a 1-900 number in order to find out how much money he or she has won. The implication is that you have won a large prize - cash, cars, boats etc., and your brief phone call will confirm which prize is yours.

The offer usually states the cost of the call per minute - around \$4.99 - and the average length of the call, which is usually 7 or 8 minutes. Most of these numbers are linked to a voice response system (a computer), which prevents you from speeding up the call. More often than not, the prize available is minimal (one or two dollars), and you will lose \$35.00 for every call you make.

You must take the time to read the offer and understand your odds of winning.

12. Do you take part in Internet chat rooms?

Never – area of strength

Sometimes – area of caution

Frequently – area of risk

Comments

Chat rooms that seem innocent enough may actually be a front for fraud artists. Scam artists can target their victims using chat rooms and lines. If you often participate in these you are more susceptible to fraud.

13. Internet service providers police bulletin boards for dishonest messages.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of high risk

Comments

There are no universal rules. Do not assume that bulletin board messages and unsolicited e-mail contain accurate information. Internet service providers don't knowingly let scam artists operate, but can't control them all.

14. Only legitimate companies can accept Visa or MasterCard as payment on the Internet.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of high risk

Comments

Any company can arrange to accept credit cards. It is no guarantee of a company's honesty.

15. Companies can guarantee profits from their publicly traded stocks in special cases.

Disagree strongly – area of strength

Disagree slightly – area of caution

Agree slightly – area of caution

Agree strongly – area of high risk

Comments

The only guarantee in the stock market is that prices will fluctuate up and down.

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Fraud Quiz SCORING

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The value for each answer follows the response. Place your score in the column, total it and compare your total to the risk levels below.

#	Score		#	Score	
1.		Never...1 1 – 2 times...2 3+ times ...3	9.		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly ...3
2.		Never ...1 1 – 2 times ...2 3+ times ...3	10		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly ...4
3.		Never ...1 1 – 2 times ...2 3+ times ...3	11.		Regular long-distance rates? ...3 Higher than regular call rates? ...1 Flat rate per call? ...3 Don't know? ...4
4.		Each month ...1 Every couple of months ...2 Spot-check them ...3 Rarely check them ...4	12.		Never ...1 Sometimes ...3 Frequently ...4
5.		Send the money ...4 Listen then hang up ...3 Ask questions ...2 Interrupt and say, "No thanks."...1	13.		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly ...4
6.		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly ...4	14.		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly ...4
7.		Disagree strongly ...3 Disagree slightly ...3 Agree slightly ...2 Agree strongly ...1	15.		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly ...4
8.		Disagree strongly ...1 Disagree slightly ...2 Agree slightly ...3 Agree strongly...4	Your Total _____ Risk Levels 15 – 29 – low risk 30 – 40 – average risk 48 – 55 – high risk		