

Presentation Overheads

Seniors Fraud Awareness Campaign 2001

Home Renovation Fraud

Investment Fraud

Tel emarketing Fraud

Cyber Fraud

Financial Abuse



Seniors Fraud Awareness Campaign 2001



**Seniors Fraud
Awareness Campaign
2001**

The Committee

- Alberta Seniors
- Alberta Government Services
- Alberta Solicitor General
- Edmonton Police Service
- Calgary Police Service
- Alberta Children's Services



The Committee (Continued)

- **City of Edmonton Community Services**
- **Better Business Bureau of Central and Northern Alberta**
- **Telus Management Services**
- **RCMP Commercial Crime Section**
- **RCMP Community Programs**



Topics

- home renovation fraud
- cyber fraud
- investment fraud
- telemarketing fraud
- financial abuse



Why are seniors victims of fraud?

- Truth or lie
- Lonely
- Always an answer
- Free stuff



Why (continued).

- Education level
- Financial situation
- Social isolation
- Language



General indicators

- **Unsolicited**
- **Wants money with no information**
- **Wants money now**
- **Promises great returns/rewards**



For More
Information Contact:

Alberta Seniors
Information Line

1-800-642-3853



Home Renovations



Home Renovations

- Recognizing the risk
- How do you know there could be a problem?





Key Messages

- Be cautious if someone approaches you
- Check credentials
- Get a detailed contract



- In some cases you can cancel the contract

- Get more information if you aren't sure



Be cautious

- In the neighbour hood with a “special” price
- Discount for advertising or referrals
- Lifetime warranty
- Quick quote
- Wants a large amount of money up front
- No contract
- Hard to reach



Common Repairs

- **Siding**
- **Kitchens**
- **Garages**
- **Fences and decks**
- **Sunrooms**



Problems

- Work not done
- Work poorly done
- Work wasn't right
- Overpriced
- Keeps finding new work
- Hard to get money back



Check credentials

- Prepaid contracting licence?
- Workers' Compensation number?
- Insurance
- Trade certification
- References
- BBB



Detailed contract

- **Carefully describe the work to be done**
- **Price breakdown and payment schedule**
- **Completion date**
- **All names and addresses**
- **Legislative requirements**



Cancelling the Contract

- **10 days - direct sale and paid before the job is done**
- **1 year -**
 - **not licensed**
 - **contract incomplete**
 - **goods or services late**



More Information

Tipsheet:

*Home Renovations and
Repair*

Alberta Government
Services, Consumer
Services Division

Edmonton (780) 427-4088

Toll free in Alberta
1-877-427-4088

www.gov.ab.ca/gs



Investment Fraud



Investment Fraud

The pitches

- high-level connections
- inside information
- guaranteed investment
- will buy back investment



Key Messages

- Called out of the blue?
- Reluctant to give written information?
- Told not to worry?



The top 10 lines used by fraudulent investment promoters



Telemarketing Fraud



Telemarketing Fraud

- \$47,000,000 lost since 1995 in Canada
- 1 in 10 report a loss
- 78% of victims are over 60
- \$388,201 lost by Albertans in 2000



Key messages

- Prizes are always free.
- Take your time.
- Call someone.
- Never give out personal information.
- It's OK to hang up.



Scenarios

- prize offer
- travel package
- recovery scam
- must act now



Protect Yourself

- Don't buy from unfamiliar companies.
- Get written information.
- Take your time.
- Don't give out financial information.



What the law says

New federal legislation

- disclosure requirements
- substantial penalties for all involved.



Cyber Fraud



Statistics

- 82% of fraud through web sites
- 12% through e-mail
- 4% through newsgroups



Types of web sites

- Online auctions – 78%
- General merchandise – 10%
- Internet access service – 3%
- Work at home – 3%
- Advance fee loans – 2%



Types of web sites continued

- Computer hardware & software sales - 1%
- Nigerian money offers - 1%
- Information adult services - 1%
- Credit card offers - .5%
- Travel vacations - .5%



Key Messages

- Unsolicited contact?
- Get rich quick?
- Want personal financial information?



Main Issues

- geographic boundaries don't matter
- faceless
- moveable scams



Financial Fraud



Elder Abuse

Any action that jeopardizes the health or well-being of an older adult.

Can include:

- emotional,
- physical,
- financial,
- medication, and/or
- neglect



Statistics

- 300,000 seniors in Alberta
- 21,000 Alberta seniors being abused
- 7% of Canadian seniors being abused
- financial abuse is the 'top' complaint



Signs of Financial Abuse

- Signed a legal document without understanding the significance
- Signatures on documents don't match
- Unusual activity on bank accounts/ABMs



Signs continued

- Confused about own finances
- Discrepancy between income and standard of living
- Possessions go missing or are sold
- Overdue or unpaid bills and rent



Key Messages

- Keep talking.
- You are not to blame.



Who is the Victim?



Why?

