Signs a parent is being scammed

A one-page checklist for family members. One sign is worth a calm question. Two or more together usually mean a scammer is already in touch.

Phone

- Long or repeated calls with "Microsoft", "Amazon", "the bank" or a "government agent"
- The caller asks for information the real organization would already have
- They won't say who they've been talking to, or were told to keep it secret
- A frightening story with a deadline

Money

- Buying gift cards, or gift card receipts lying around
- Wire transfers or cryptocurrency they've never used before
- Large cash withdrawals or several bank trips in a few days
- Talk of moving savings to a "safe" account
- A prize that needs taxes or fees paid first

Computer

- A new program they didn't install: AnyDesk, TeamViewer, ScreenConnect, UltraViewer
- "The technician" moved the mouse while they watched
- A pop-up told them to call a phone number

Mood and habits

- More private or secretive than usual
- Anxious or embarrassed when money or the phone comes up
- A new online friend or romantic interest who needs money
- Piles of sweepstakes or prize mail

If it's happening right now

1. Hang up the call.
2. Disconnect the computer from the internet.
3. Call the bank using the number on the back of the card, from another phone.
4. Change the email password from another device.

Where to report

- FTC: ReportFraud.ftc.gov
- FBI: ic3.gov
- Elder Fraud Hotline: (833) 372-8311, Monday to Friday, 10 AM to 6 PM ET
- Adult Protective Services, if someone they know is taking their money: napsa-now.org

From xcelcor.com/insights/signs-elderly-parent-is-being-scammed

From Xcelcor Guardian · xcelcor.com/insights/signs-elderly-parent-is-being-scammed