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

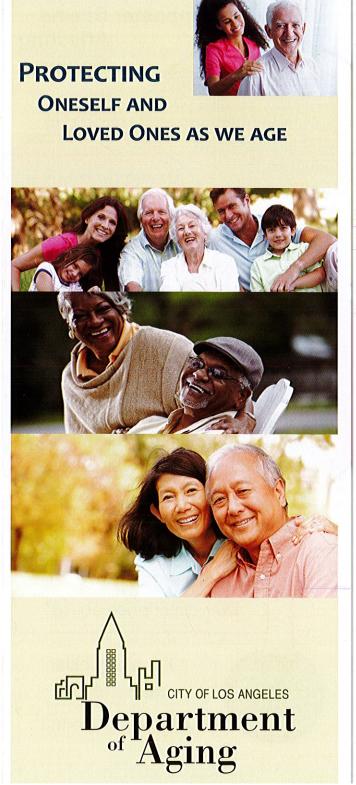
For information on other common scams, visit:
Federal Trade Commission
www.ftc.gov

For information on scams, identity theft assistance, privacy and safer computing, visit:

www.onguardonline.gov

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.

Programs and Services provided by the City of Los Angeles Department of Aging are funded by the Older Americans Act. The cost of printing this brochure was paid for by the CA Governor's Office of Emergency Services (U.S. Department of Justice, Victims of Crime Act, 2015-VA-GX-0058) and made possible through the support and cooperation of the Office of the Los Angeles City Attorney, City Council, and Mayor's Office.



Top Three Imposter Scams Affecting Seniors:

Lottery Sweepstake Scams

Mailings, emails, phone calls from a lottery winning asking in advance for **Grandparent Scams** service fees or Phone calls, texts or tax fees.



Romance Scams

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

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 fully for services.
- Never pay in advance to collect lottery winnings.

grandma. I'm in some trouble. Can you send me

emails saying "It's me,

some money? But don't tell mom,"

> pretending to be a grandchild in distress.

Other Scams:

- Debt Collection
- Charities
- IRS

How often does elder abuse happen?

1 in 10 Americans age

60+ experience abuse¹.



For every elder abuse report,

24 go unreported².

Potential Signs of Scams/Abuse



activity or wiring

Fear and/or Isolation



Unclean

Conditions

Living

Skipped Medical appointments

New secret "best friend"

money to

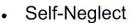
strangers

Types of Elder Abuse





- **Physical**
- Sexual **Financial**
- **Emotional**



- Neglect
- Isolation from others



Report Fraud To These Agencies

- Los Angeles Dept. of Consumer Affairs: (800) 593-8222 or www.dcba.lacounty.gov
- **Federal Trade Commission:** (877) 382-4357 or www.ftc.gov Report scams/identity theft
- Internet Crime Complaint Center: www.ic3.gov Report Internet fraud
- **Consumer Financial Protection** Bureau: (855) 411-2372 or www.consumerfinance.gov/olderamericans

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.

