

From: mailer@mail2.clubexpress.com on behalf of [General Questions \(will be emailed out to members\)](#)
To: [Denise Klein](#)
Subject: [VtV General Question] Fraud Alert: Scam Calls Targeting Older Adults
Date: Monday, October 30, 2023 7:15:52 AM

Posted by: Travis Mowers on 10/30/2023 at 10:15 AM
View/reply [online](#) (Do not reply to this email)
Reply directly to Travis Mowers at travis.mowers@vtvnetwork.org
If this message contains inappropriate content, you can [report the message online](#)

Fraud Alert: Scam Calls Targeting Older Adults

Recent increase in reports of government imposter scam calls, including some claiming to be from Eldercare Locator.

ACL's [Eldercare Locator](#) and [Disability Information & Access Line](#) (DIAL) are trusted resources that help connect older adults and people with disabilities with resources in their community. In recent days, Eldercare Locator has noted a significant increase in people reporting they have been targeted by scam phone calls. This includes reports of:

- Callers claiming to be from “Eldercare,” “Eldercare Locator,” “Social Security,” or “Medicare.”
- Callers asking for personal information such as someone's Social Security number, banking information, or Medicare number — or demanding payment, threatening jail time, or fines.
- Harassment, including repeat calls from the same number.

We hope you will help us get the word out about government imposter scams. Here are some important reminders to share:

1. **The government will never call out of the blue and ask for a Social Security number.**
2. **The government will never ask for payment by gift card or wire transfer.**
3. **Social Security numbers cannot be suspended.**

These general tips can also help everyone protect themselves:

- If you are ever suspicious about a call, **hang up immediately**. Find the organization's contact information on your own (don't use caller ID), and call or email them directly to discuss the situation.
- Never give out your Social Security number, banking information, or Medicare number to anyone who contacts you through unsolicited calls, texts, or emails.
- Never pay someone you do not know well via gift card or wire transfer.
- Never click on an email link or attachment, unless you fully trust the sender.
- Sign up for the [National Do Not Call Registry](#).

Older adults who are targeted by scams and fraud can call the Department of Justice's [National Elder Fraud Hotline](#) at 833-FRAUD-11 (833-372-8311).

In addition, scams and fraud targeting people of any age can be reported to the Federal Trade Commission (FTC) by calling 877-FTC-HELP (877-382-4357) or visiting reportfraud.ftc.gov.

There are many great resources available to help raise awareness about avoiding scams:

- The Social Security Administration offers a [short video on signs that someone is impersonating the Social Security Administration](#).
- The Consumer Financial Protection Bureau offers resources on common scams that are specifically for [consumers, caregivers, and service providers](#).
- FTC has short videos on [Social Security](#) and [IRS impostor scams](#).
- FTC's "[Pass It On](#)" page has resources on many other types of scams and you can [sign up for FTC scam alerts](#) to stay up to date on new threats.
- The ACL-funded Senior Medicare Patrol (SMP) program can help you learn about Medicare fraud, errors, and abuse; detect potential fraud, errors, and abuse; and report concerns. Find your local SMP at smpresource.org or call 1-877-808-2468.
- ACL's National Center on Elder Abuse has [many resources](#) on elder abuse, neglect, and exploitation, including a handy one-page "[The Phone Scam: What You Need to Know](#)" flyer.

Connecting with Eldercare Locator and DIAL

The [Eldercare Locator](#) is a nationwide service connecting older adults and their caregivers with trustworthy local support resources. Whether help is needed with services such as meals, home care, or transportation, or a caregiver needs training and education or a well-deserved break from caregiving responsibilities, the Eldercare Locator is there to point that person in the right direction. **Call the Eldercare Locator at 800-677-1116.**

[DIAL](#) helps people with disabilities access COVID-19 vaccinations and tests. DIAL also provides information about essential services such as transportation, housing support, disability rights, and more. **Call DIAL at 888-677-1199.**

View the full [Forum Policy](#)

*You have received this message as a member of: Village to Village Network, Inc.
Change preferences (including opt-out): [Online Profile](#). Click on 'Forum Memberships' to change your settings for this forum, or 'Forum General Preferences' for all forums.*