



Elder Justice Coordinating Council Meeting

Wednesday June 10, 2020



**ELDER JUSTICE
COORDINATING COUNCIL**



Elder Justice Coordinating Council Meeting



Lance Robertson

*ACL Administrator and Assistant
Secretary for Aging
U.S. Department of Health and Human Services
Administration for Community Living*





Elder Justice Coordinating Council Meeting



Gary Barksdale

*Chief Inspector
U.S. Postal Inspection Service*





Elder Justice Coordinating Council Meeting



**Antionette
(Toni) Bacon**

*Associate Deputy Attorney General
U.S. Department of Justice*





Elder Justice Coordinating Council Meeting



Elad Roisman

*Commissioner
U.S. Securities and Exchange Commission*





Elder Justice Coordinating Council Meeting



David Enzel

*Deputy Assistant Secretary
for Enforcement and Programs
U.S. Department of Housing
and Urban Development*





Elder Justice Coordinating Council Meeting



Jeffrey Buckner

*Acting Associate Commissioner
Social Security Administration*





Elder Justice Coordinating Council Meeting



Lois C. Greisman

*Elder Justice Coordinator, Bureau
of Consumer Protection
Federal Trade Commission*





Elder Justice Coordinating Council Meeting



Michael Herndon

*Deputy Assistant Director
Office for Older Americans
Consumer Financial Protection Bureau*





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Christa Shriber

*Deputy Chief Counsel
U.S. Department of Veterans Affairs*





Elder Justice Coordinating Council Meeting



Louisa Quittman

*Director, Financial Security/Education
U.S. Department of the Treasury*





Elder Justice Coordinating Council Meeting



Deborah Cox-Rousch

*Director Senior Corps
Corporation for National and Community Service*





Elder Justice Coordinating Council Meeting



Brent Elrod

*Acting Division Director, Division
of Community & Education
Division of Family and Consumer Sciences
Division of Youth and 4-H
U.S. Department of Agriculture
National Institute of Food and Agriculture*





Elder Justice Coordinating Council Meeting



Trevor Carlsen

*Policy Advisor
Office of the Assistant Secretary
Employee Benefits Security Administration
U.S. Department of Labor*





Elder Justice Coordinating Council Meeting



Darryl LaCounte

*Director
Bureau of Indian Affairs
U.S. Department of the Interior*





Elder Justice Coordinating Council Meeting



Cameron Quinn

*Director, Civil Rights and Civil Liberties
U.S. Department of Homeland Security*





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**ELDER JUSTICE
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Meeting Agenda

- “Exposed to Scams: What Separates Victims from Non Victims?”
- COVID-Related Government Imposter Scams
- Enforcement Against COVID-Related Government Imposter Scams
- Financial Exploitation Prevention Training Program
- Protecting the Delivery of Federal Benefits Payments



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COORDINATING COUNCIL

Question or Comment About Today?

EJCC@acl.hhs.gov



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“Exposed to Scams: What Separates Victims from Non Victims?”

Gary Mottola (FINRA) and
Emma Fletcher (FTC)



ELDER JUSTICE COORDINATING COUNCIL



**Elder Justice Coordinating Council
June 10, 2020**

Gary Mottola, FINRA Foundation
Emma Fletcher, Federal Trade Commission*

*The views expressed are her own and not necessarily those of the Commission or any individual Commissioner.



Use of BBB Scam Tracker Data

BBB Scam TrackerSM

Brought to you by the BBB Institute for Marketplace Trust

Spot a business or offer that sounds like an illegal scheme or fraud? Tell us about it. Help us investigate and warn others by reporting what you know.

[Report a Scam](#)

Showing 6,749 Scams of 175,468 Reported

Search for Scams

Search using any or all of the fields below.

Keyword

Scam Type

Country

Date Reported to

PROTECT YOURSELF

[Learn more about scams](#)

- ✓ Crowd-sourced
- ✓ Searchable by consumer location and comments
- ✓ Sentinel data contributor



Methodology



18 in-depth interviews



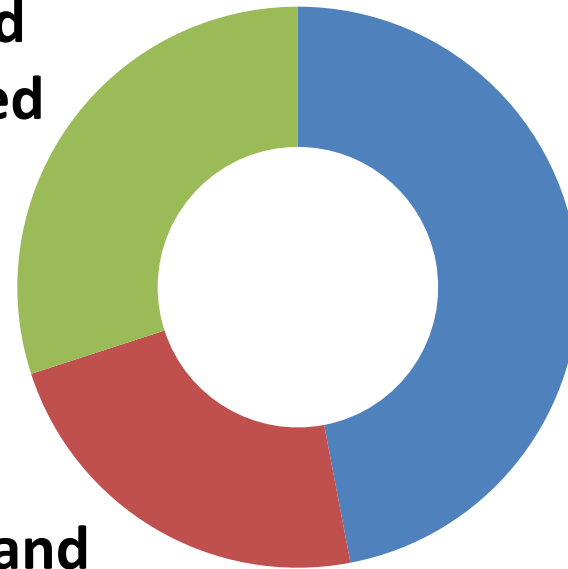
Online survey of BBB Scam Tracker reporters

- 1,408 responses
- Fielded August 2018



The Path to Victimization

**Engaged and
not victimized
30%**



**Did not
engage
47%**

**Engaged and
victimized
23%**



Financial Insecurity Associated with Victimization

Question	Victims	Non-victims
Spend more than monthly income	23%	17%
Financially fragile*	38%	20%
I have too much debt	39%	28%

"I was overwhelmed with debt."

*Measured as "could definitely not" or "probably could not" cover a \$2,000 emergency expense.



Social Isolation Increases Risk of Victimization

Among respondents who engaged...

- Nearly twice as many victims as non-victims ***did not have anyone available*** to discuss it with.
- Those who ***chose not*** to discuss the solicitation with anyone while it was happening were more likely to lose money.

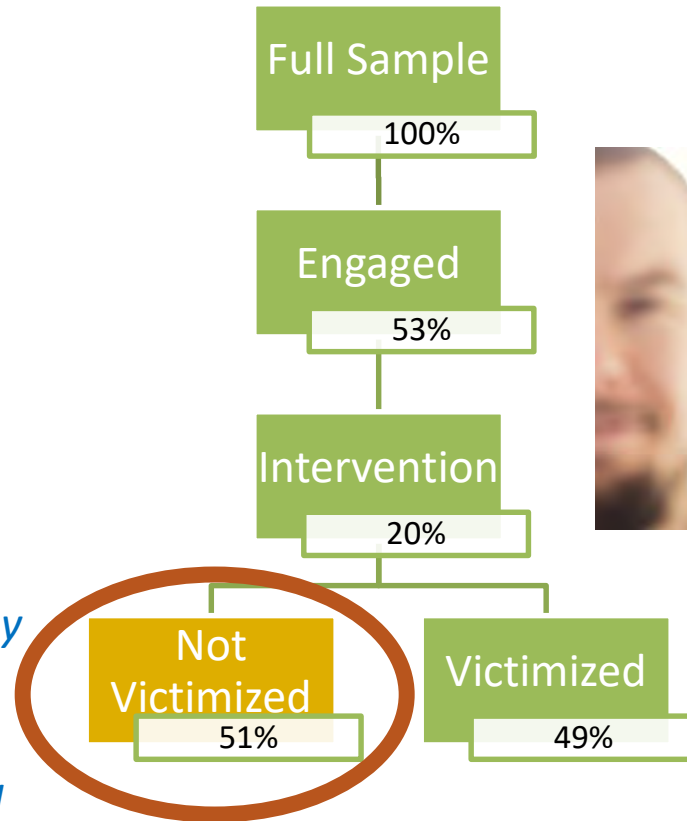
“I talked to my kids and they said they were pretty sure it was a scam.”



The Role of 3rd Party Interventions

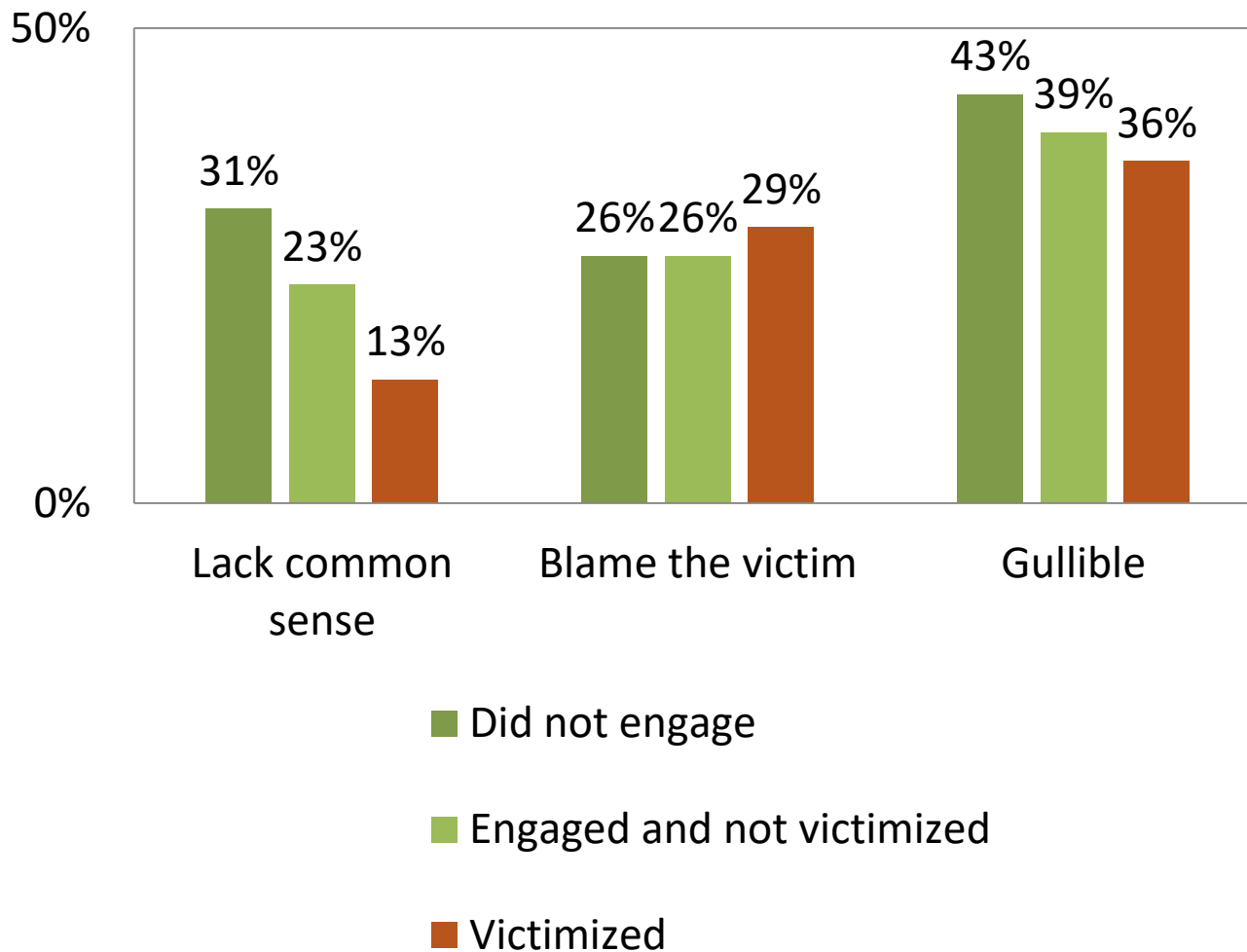
"[The store supervisor] informed me that I should be very suspicious of the transaction because there had been a run of Apple Card purchases for that very scam"

"I said that it was for a puppy ... she warned me that it may be a scam and showed me [a form] where it showed that money order scams were prevalent for puppies and other items!"





Perception of Victims



“Looking back, it was so obvious that it was a scam. I guess I wanted it to be true... I’m so embarrassed.”



Preventing Fraud

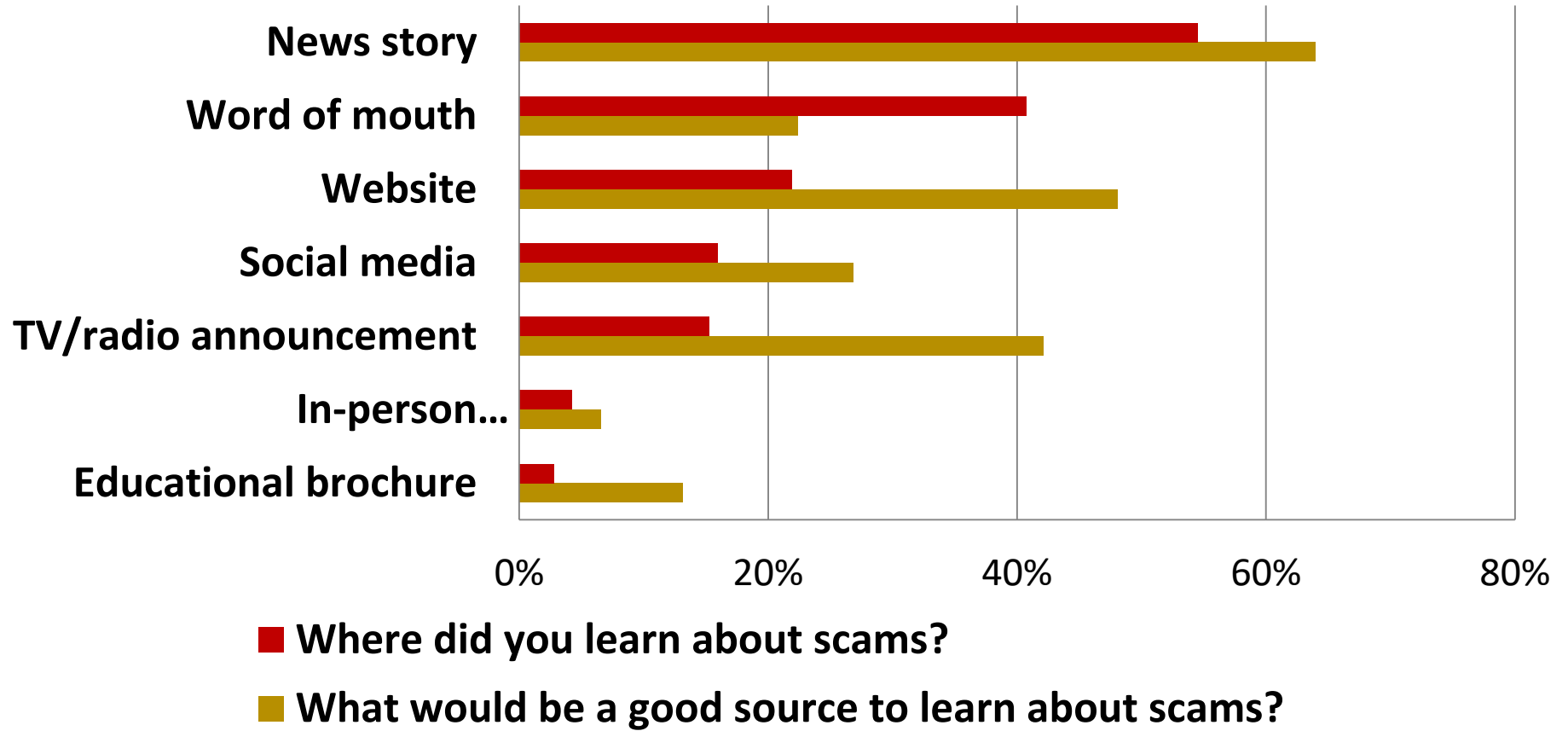
What reduced the likelihood of engaging?

Prior Knowledge!

- Knowing about the **methods** of scammers in general
- Having **experience** with scams
- Knowing about the **specific scam** you are targeted by—80% less likely to engage, and 40% less likely to be a victim



Learning About Fraud





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EJCC Member Panel: COVID-Related Government Imposter Scams

Jeffrey Buckner (SSA)

Ronald Burke (VA)



Social Security: Fraud Prevention and Reporting



Securing today
and tomorrow



Produced at U.S. taxpayer expense



COVID-19 Scams

Two examples:

- Suspension of Social Security benefits due to suspension of in-person service
- Fraudulent COVID-19 test



Securing today
and tomorrow

[SocialSecurity.gov](https://www.SocialSecurity.gov)



COVID-19 Anti-Scam Efforts

- Fraud advisory;
- Monitoring COVID-19 scam trends;
- Added question to online reporting form;
- COVID-19 webpages in English and Spanish;
 - [SSA.gov/coronavirus](https://ssa.gov/coronavirus) & [SSA.gov/espanol/coronavirus](https://ssa.gov/espanol/coronavirus)
 - Viewed over 5.7 million times;
- Educational Webinar



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and tomorrow

[SocialSecurity.gov](https://socialsecurity.gov)



Non-COVID 19 Anti-Scam Efforts

- Prevent scammers from spoofing our phone numbers;
- Suspension or termination of phone numbers used by scammers;
- TV and Radio Public Service Announcement;
 - With over 830 million estimated impressions;
 - Over 6,500 radio commitments



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and tomorrow

[SocialSecurity.gov](https://www.SocialSecurity.gov)



“Gateway Carrier” Litigation

- SSA OIG worked with DOJ to help gather evidence to stop foreign-based calls into the U.S.
 - Led to a civil filing; and
 - Temporary and permanent injunctions;
- FCC and FTC sent warning letters to other gateway carriers.



Securing today
and tomorrow

[SocialSecurity.gov](https://www.SocialSecurity.gov)



Slam the Scam Day

Our Office of the Inspector General
Designated
March 5th
as
National “Slam the Scam Day”



Securing today
and tomorrow

[SocialSecurity.gov](https://www.SocialSecurity.gov)



Future Activities

We continue to look for opportunities to partner with others and combat abuse:

- SSA, SSA OIG and USPIS signed a MOU;
- AAMVA committed to sharing our anti-fraud messaging.

We welcome opportunities to work with others to help prevent elder abuse, neglect and fraud.

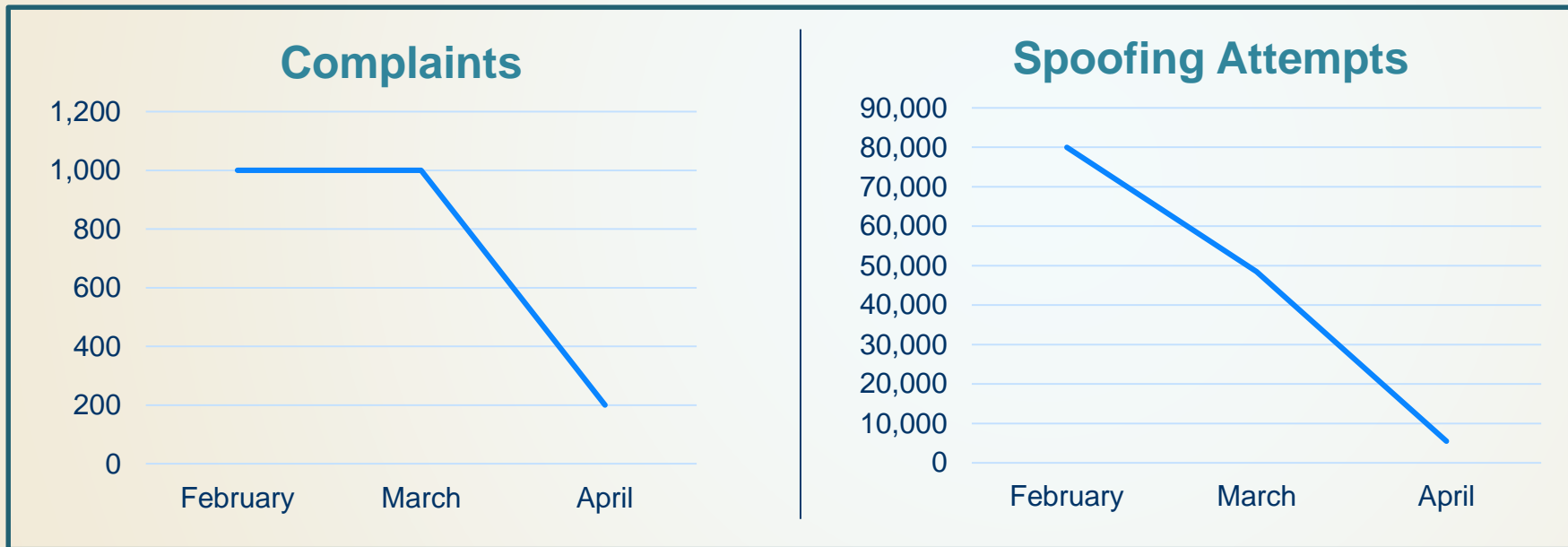


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and tomorrow

[SocialSecurity.gov](https://www.SocialSecurity.gov)



Positive Outcomes



You Mail reported:

- SSA scams no longer in the Top 20 robo-call
- SSA scams have decreased by 50% from its peak in October 2019



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and tomorrow

[SocialSecurity.gov](https://www.SocialSecurity.gov)



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and tomorrow

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Thank you



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and tomorrow





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Ronald S. Burke, Jr.

Executive Director
Pension and Fiduciary Service



Department of Veterans Affairs

- Field Examiners now interview fiduciaries virtually, adapting to COVID-19
- Improved process for appointing Fiduciaries
- VA holds Fiduciaries accountable for illegal use of funds
- Scammers attempt to target Medal of Honor recipients
- Multiple exciting Elder Abuse workgroups being formed by VA





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Securing today
and tomorrow





EJCC Member Panel: COVID-Related Government Imposter Scams – Enforcement

Lois Greisman (FTC)

Antoinette Bacon (DOJ)

Gary Barksdale (USPIS)

Michael Herndon (CFPB)



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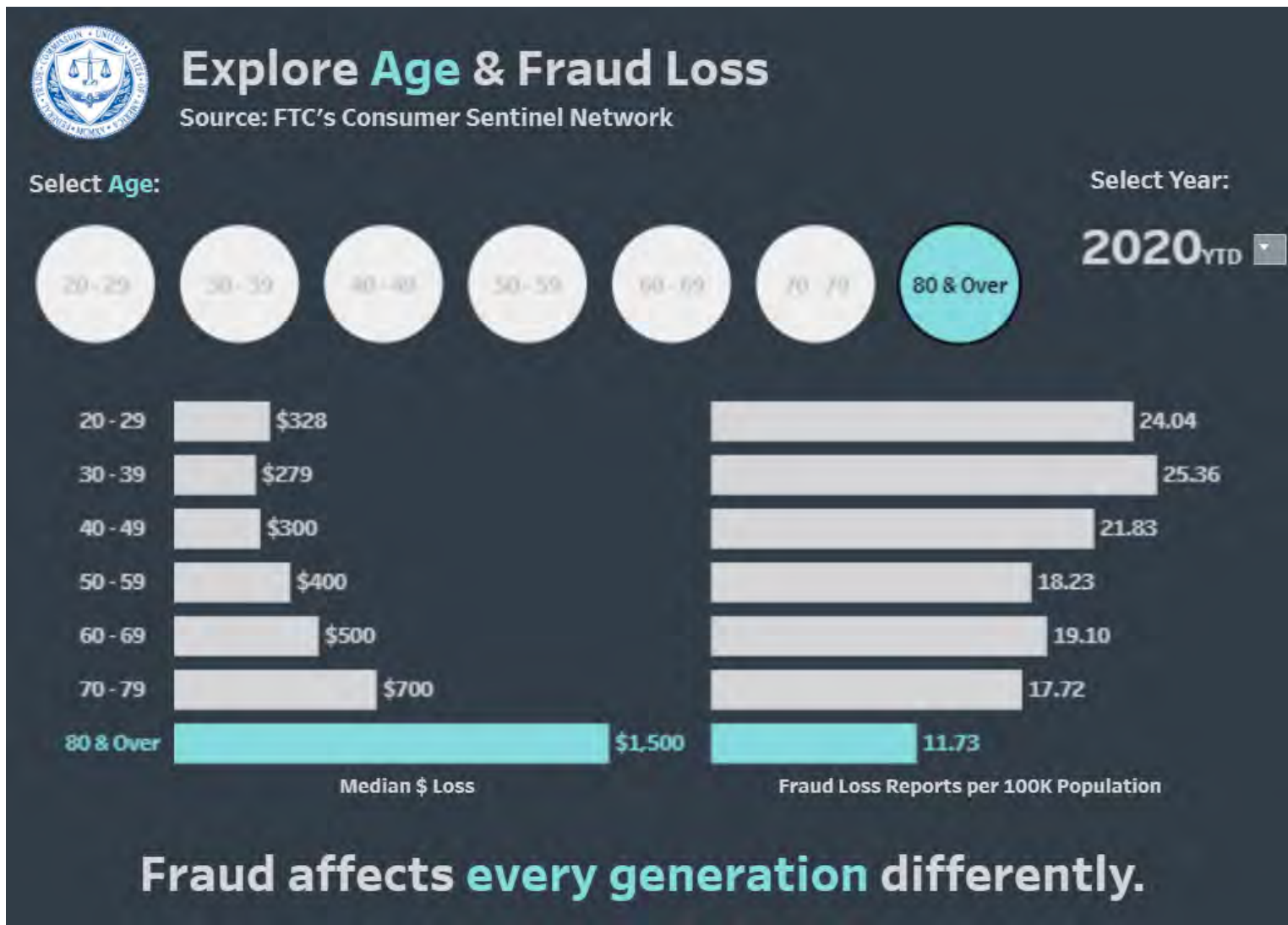
Government Imposters and COVID-19 Scams

Lois C. Greisman

FTC Elder Justice Coordinator

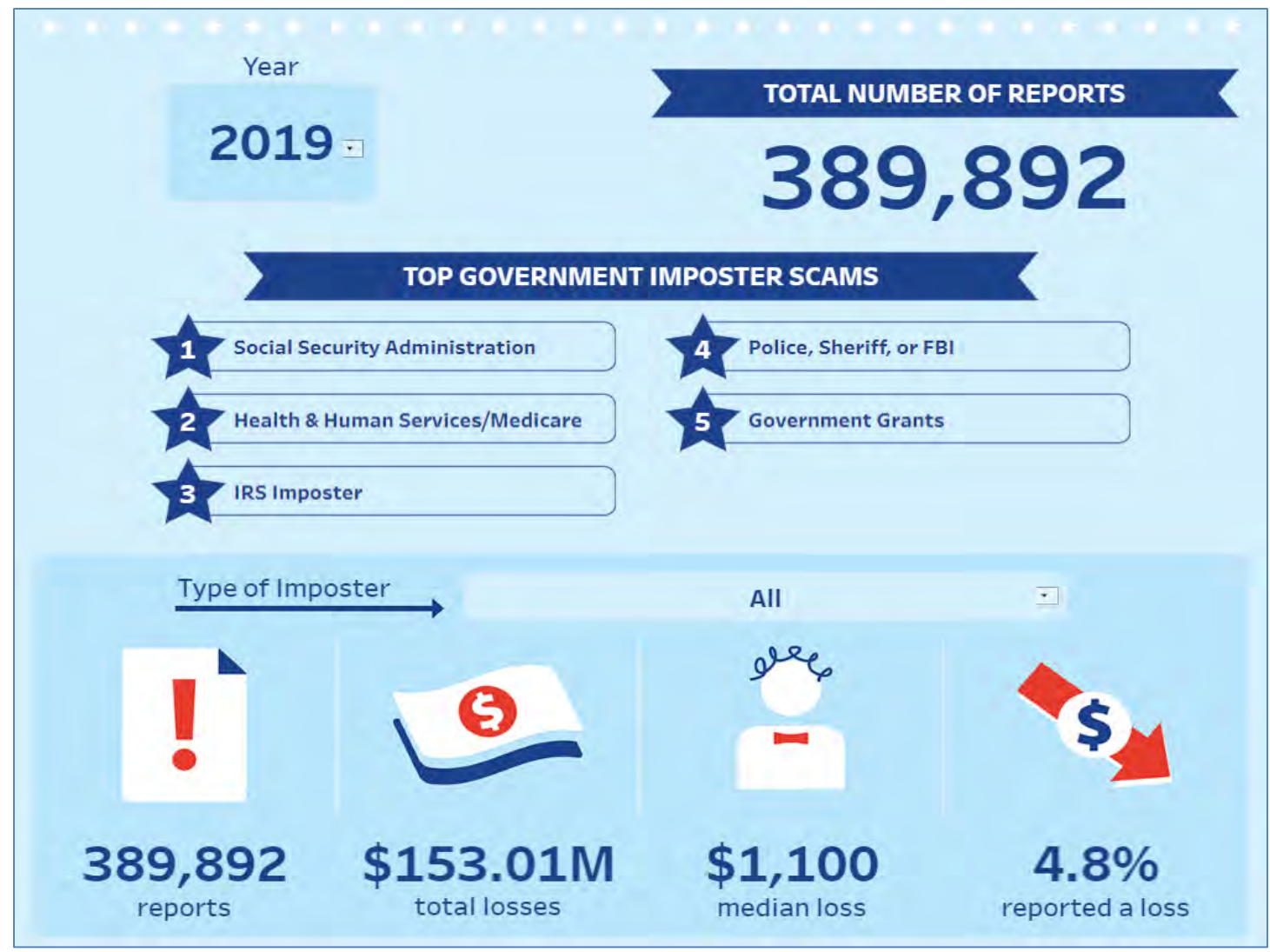


www.ftc.gov/exploredata



Government Imposter Reports

www.ftc.gov/exploredata





www.ftc.gov/exploredata

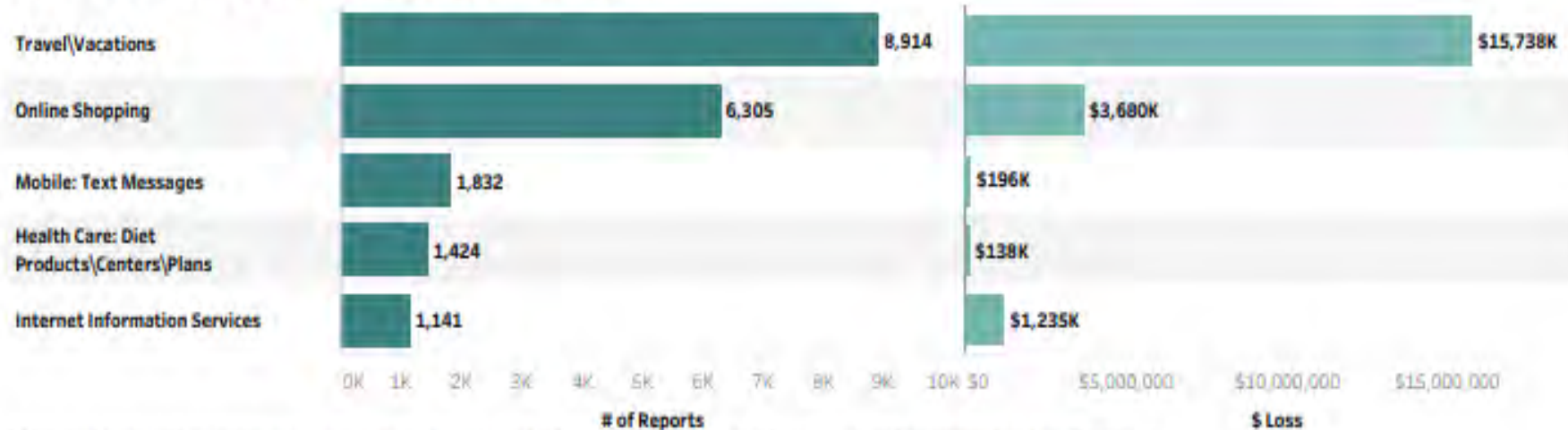


FTC COVID-19 Complaints

January 1, 2020 | May 28, 2020



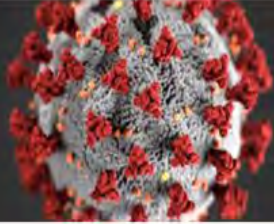
Top Fraud Products or Services (Top 5 by # of Reports and \$ Loss)



*While the travel/vacation category typically relates to the sale or advertising of these services, the Coronavirus-related complaints in this category are primarily about refunds and cancellations.

Coronavirus Advice for Consumers En Español

[<< Return to COVID-19 Home](#)



Coronavirus (COVID-19) Pandemic:

The FTC in Action

CONSUMERS
BUSINESSES
ENFORCEMENT
RESOURCES
REPORT A SCAM

AVOID CORONAVIRUS SCAMS

- Don't respond to texts, emails or calls about checks from the government. Here's what you need to know.
- Ignore online offers for vaccinations. There are no products proven to treat or prevent COVID-19 at this time.
- Be wary of ads for test kits. The FDA recently announced approval for one home test kit, which requires a doctor's order. But most test kits being advertised have not been approved by the FDA, and aren't necessarily accurate.
- Hang up on robocalls. Scammers are using illegal robocalls to pitch everything from low-priced health insurance to work-at-home schemes.
- Watch for emails claiming to be from the CDC or WHO. Use sites like coronavirus.gov and usa.gov/coronavirus to get the latest information. And don't click on links from sources you don't know.
- Do your homework when it comes to donations. Never donate in cash, by gift card, or by wiring money.

BLOG POSTS

Relief Checks

- Did a nursing home or assisted living facility take your stimulus check?
- Did an ID thief steal your stimulus payment? Report it to us.
- Economic Impact Payments: May 5 deadline for some SSI and VA beneficiaries with kids
- Economic impact payments for U.S. citizens abroad
- If you get SSA or RRB and have kids: file before noon on April 22

FINANCIAL IMPACT
of the Coronavirus

**KEEP CALM and Avoid
Coronavirus Scams**

Here are 5 things you can do to avoid a Coronavirus scam:

- **Ignore offers for vaccinations and tests that sell.**
- **Hang up on robocalls.**
- **Watch out for phishing emails and text messages.**
- **Research before you decide.**
- **Stay in the know.**

[Click here to download pdf](#)

Stay Connected

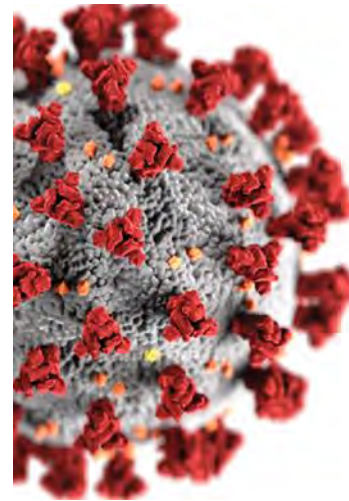
- [Bookmark this site](#)





Fake Treatments & Cures

- ▶ Vaccine offers
- ▶ Test kit offers
- ▶ Miracle cures
- ▶ Medicare-related scams



Coronavirus **cure?**

Not so fast.

Learn the facts at
[ftc.gov/coronavirus](https://www.ftc.gov/coronavirus)

Source: Federal Trade Commission - FTC.gov





Robocalls

- Health-related calls
 - Cures! Prevention! Test kits! Telemedicine! Health insurance!
- Cleaning supplies
- Social Security Administration scams
- Mortgage relief scams
- Student loan debt relief scams



Government Stimulus Scams

FTC Takes Action to Stop Company Posing as SBA Lender and Preying on Small Businesses

“SBA Loan Program” falsely claims to be part of emergency government loan programs

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FOR RELEASE

April 17, 2020

TAGS: Coronavirus (COVID-19) | Deceptive/misleading conduct | Bureau of Consumer Protection | Consumer Protection | Credit and Finance | Credit and Loans | Small Business

The Federal Trade Commission has charged a Rhode Island-based company and its owner with falsely claiming to be an approved lender for a federal coronavirus relief lending program and asked a federal court to immediately halt their misrepresentations.

The FTC's complaint alleges that Ponte Investments, LLC, also doing business as SBA Loan Program and SBA Loan Program.com, and its owner John C. Ponte, have been falsely claiming an affiliation with the U.S. Small Business Administration (SBA) and marketing themselves to small businesses as an approved lender under SBA's Paycheck Protection Program (PPP). The PPP is a program authorized as part of the Coronavirus Aid, Relief, and Economic Security Act (CARES Act). According to the FTC, the defendants are neither affiliated with the SBA in any way, nor are they an SBA-authorized lender.

"In this time of incredible challenge for all Americans, it is disturbing to see these defendants preying on desperate businesses looking for ways to keep their employees financially secure," said FTC Chairman Joe Simons. "The FTC is on guard, and we will act to protect consumers from scammers looking to take advantage of this crisis."

According to the FTC's complaint, the defendants have called small businesses directly, claiming to be representing the SBA and soliciting loan applications on behalf of the businesses' banks. They also have made statements on their website like "WE ARE A DIRECT LENDER FOR THE PPP PROGRAM!" and "[w]e are currently offering stimulus relief (spending under the Economic Security Act (Cares Act))."





Stay Informed

- Get the FTC's Consumer Alerts: [ftc.gov/subscribe](https://www.ftc.gov/subscribe)
- Report scams or questionable claims: [ftc.gov/complaint](https://www.ftc.gov/complaint) or www.ftc.gov/queja
- Know the latest on the Coronavirus
 - Health info: www.coronavirus.gov
 - COVID-19 Scams: [ftc.gov/coronavirus](https://www.ftc.gov/coronavirus)
 - Federal gov't response: [usa.gov/coronavirus](https://www.usa.gov/coronavirus)





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COORDINATING COUNCIL**

Thank you



Antoinette Bacon

Associate Deputy Attorney
General & National Elder Justice
Coordinator



DEPARTMENT OF JUSTICE
ElderJustice
INITIATIVE



ELDER JUSTICE
COORDINATING COUNCIL

LARGEST ELDER FRAUD SWEEP IN HISTORY

400 Defendants – 54% more than 2019!

Year	Defendants	Loss
2018 sweep	+ 250	+ \$500,000
2019 sweep	+ 260	+ \$750,000
2020 sweep	+ 400	+ \$1 billion





Nationwide Effort

Most Defendants Charged

- California Central: 86 defendants charged
- New York Southern: 25 defendants charged
- Florida Southern: 16 defendants charged
- Nevada: 15 defendants charged
- Florida Middle: 13 defendants charged

Most Outreach Events Held

- Rhode Island: 26 events
- DC: 16 events
- Arizona: 14 events
- Pennsylvania Western: 11 events
- West Virginia Southern: 10 events





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**NATIONAL ELDER
FRAUD HOTLINE**

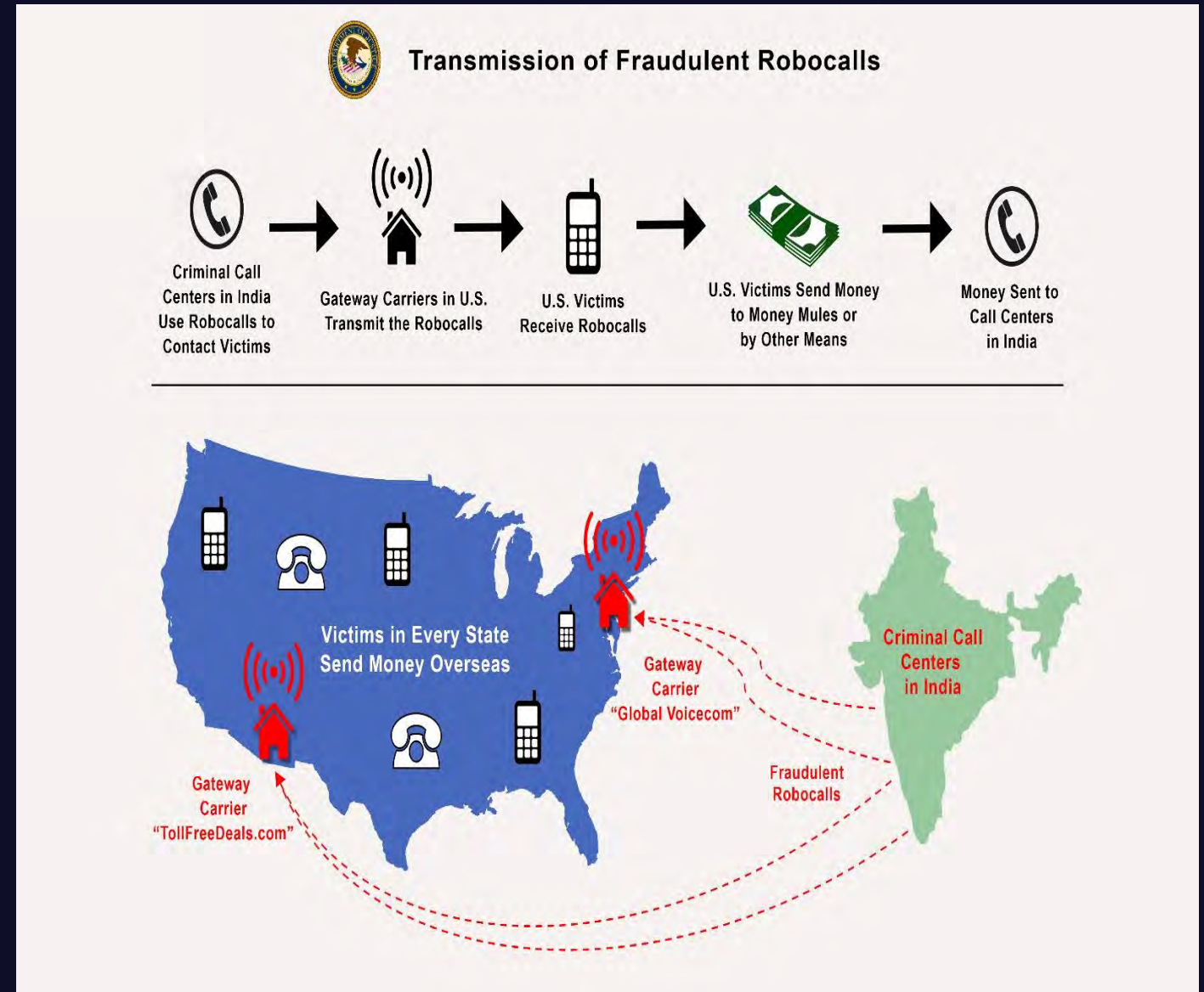
1-833-FRAUD-11

1-833-372-8311



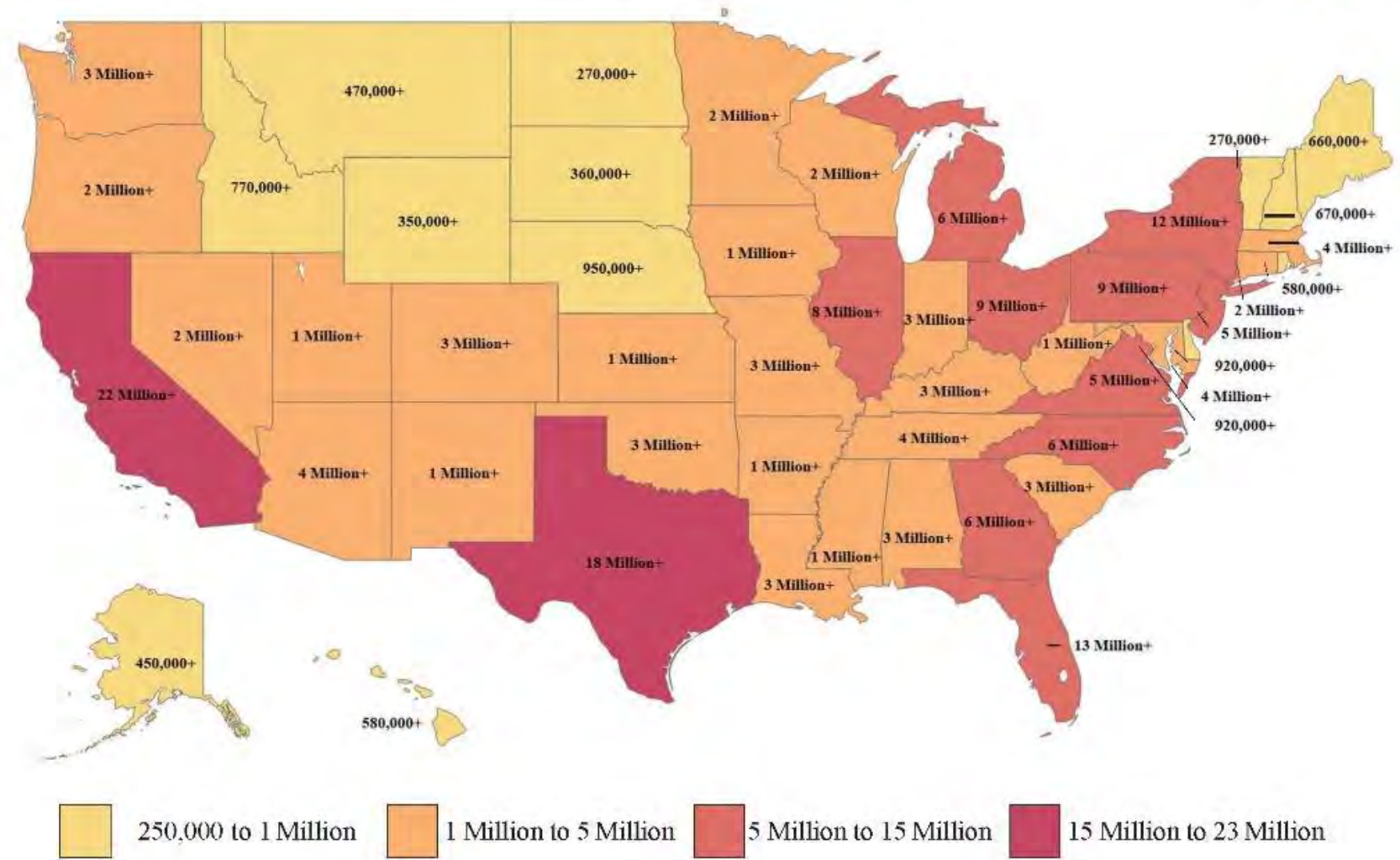
STOP FRAUDULENT ROBOCALLS

- Two of the largest carriers of fraudulent robocalls in the US
- Sample 23-day period, 720M robocalls





Robocalls from TollFreeDeals.com to U.S. Phones May 20-26, 2019





TRACED ACT WORKING GROUP

- ▶ Department of Justice (DOJ)
- ▶ Federal Bureau of Investigation (FBI)
- ▶ Federal Communications Commission (FCC)
- ▶ Social Security Admin. Office of the Inspector General (SSA OIG)
- ▶ Federal Trade Commission (FTC)
- ▶ Homeland Security Investigations (HSI)
- ▶ Consumer Financial Protection Bureau (CFPB)
- ▶ U.S. Treasury Inspector General for Tax Administration (TIGTA)
- ▶ U.S. Postal Inspection Service (USPIS)
- ▶ National Association of Attorney's General (NAAG)



CUT OFF THE CASH



- DOJ took action against 600 money mules
- Operate in every state



CONSUMER ALERT



If someone told you to purchase gift cards to

- Post bail for a relative
- Pay a fine or fee to ANY government agency
- Claim lottery or sweepstakes winnings

you are being scammed!

Call your local police or contact the Cuyahoga County
Department of Consumer Affairs at **216-443-SCAM (7226)**

consumeraffairs.cuyahogacounty.us





AVOID CORONAVIRUS SCAMS

Scammers are taking advantage of fears surrounding the Coronavirus disease 2019 (COVID-19) to steal money and personal information. Don't let them.

Protect Yourself

Hang up on robocalls.

Scammers are using illegal robocalls to pitch everything from scam Coronavirus treatments to work-at-home schemes.

Verify information.

Contact trusted sources to confirm information is correct. For the most up-to-date information about the Coronavirus, visit the Centers for Disease Control and Prevention (CDC) at www.cdc.gov.

Know who you're buying from.

Online sellers may claim to have in-demand products, like cleaning, household, and health and medical supplies when, in fact, they don't.

Don't click on links from sources you don't know.

They could download viruses onto your computer or device.

Do your homework.

Don't let anyone rush you into making a donation. If someone wants donations in cash, by gift card, or by wiring money, don't do it.





Report Coronavirus Fraud

*If you believe you were a victim of a scam,
call local law enforcement and file a
complaint online or by phone:*

**National Center for Disaster
Fraud (NCDF): 1-866-720-5721;**

disaster@leo.gov

www.IC3.gov (cyber)

Additional Information

www.cdc.gov

www.coronavirus.gov

www.FDA.gov

ftc.gov/coronavirus

www.justice.gov/usao/ga



THE UNITED STATES ATTORNEY'S OFFICE
NORTHERN DISTRICT OF GEORGIA





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Thank You



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Gary Barksdale
Chief Postal Inspector



COVID-19 Related Fraud

- DOJ-led Task Forces
- COVID-related fraud
- Hoarding and Price Gouging
- Stimulus Payments/state unemployment insurance scams



Enforcement Actions Examples

April 24, 2020; Eastern District of New York

- [Long Island Man Charged Under Defense Production Act with Hoarding and Price-Gouging of Scarce Personal Protective Equipment](#)

April 28, 2020; Northern District of California

- [Michigan Man Charged With COVID-19-Related Wire Fraud Scheme](#)

April 9, 2020; Northern District of Georgia

- [Georgia resident arrested for selling illegal products claiming to protect against viruses](#)



Enforcement Actions Examples

Illegal robocalls

- First of its kind enforcement action
- *John Kahen, et al.* telecom provider



Results

- Benefits of collaboration
- Systemic solutions



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Gary Barksdale
Chief Postal Inspector
U.S. Postal Inspection Service



Elder Justice Coordinating Council

Government Imposter Scams

Michael Herndon



Disclaimer

This presentation is being made by a Consumer Financial Protection Bureau representative on behalf of the Bureau. It does not constitute legal interpretation, guidance or advice of the Consumer Financial Protection Bureau. Any opinions or views stated by the presenter are the presenter's own and may not represent the Bureau's views.



Imposter Scams – Government Official

Basic parts:

- Call notifying that you won a lottery or sweepstakes and several calls follow as purported administration of winnings
- One may come from an imposter claiming to be a specific government official who confirms your winnings
- Suggests you look them up on the agency website
- Told that to collect the prize, you must pay the taxes first
- You send the money and never hear from any of the callers again



Imposter Scams – Similar Names

Basic Parts:

- Deceiving affiliation – “**Federal Document Assistance** Administration, Inc.”
- Marketing like an official government notice with a seal and called a “**regulatory notification.**”
- Falsely claimed assistance in retrieving restitution from CFPB enforcement actions in the form of credit-card debt reduction.
- CFPB is monitoring for signs of debt relief & foreclosure rescue scams exploiting the COVID programs.



Have a complaint?

If you have a problem with a financial product or service:

- Reach out to the company first
- CFPB helps consumers connect with financial companies to understand issues, fix errors, and get direct responses about problems.

Submit a complaint online to CFPB:
consumerfinance.gov/complaint

- To report scams, consumers should visit the FTC's website:
www.ftccomplaintassistant.gov



Imposter Scams – Social Security

Scams involving your Social Security number and benefits are on the rise!



Here are the facts:

- Government employees will not threaten to take away benefits or ask for money or personal information to protect your Social Security card or benefits.
- Scammers can fake your caller ID. So don't be fooled if the call seems to be from the SSA's real phone number (800) 772-1213 or the SSA Inspector General's Fraud Hotline number.
- If a caller asks for your Social Security number, bank account number or credit card information, hang up.

Report suspected scams to the SSA Inspector General at (800) 269-0271 or oig.ssa.gov/report. Visit IdentityTheft.gov/SSA for more tips.



Consumer Financial
Protection Bureau

In collaboration with:

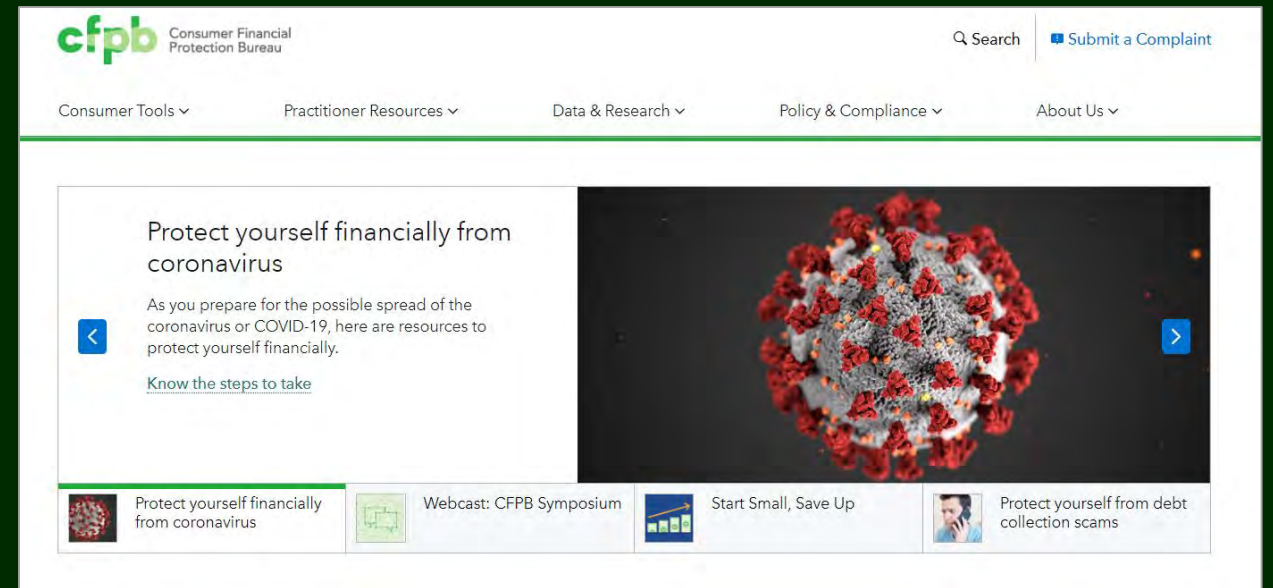


Social Security

Commitment to supporting consumers

consumerfinance.gov/coronavirus

- Central hub
- Resources in English and Spanish
- Check back for updates



The screenshot shows the CFPB website's coronavirus resource hub. At the top, the CFPB logo and name are on the left, and a search bar and 'Submit a Complaint' button are on the right. Below the header is a navigation menu with categories: Consumer Tools, Practitioner Resources, Data & Research, Policy & Compliance, and About Us. The main content area features a large banner with the heading 'Protect yourself financially from coronavirus'. The banner text reads: 'As you prepare for the possible spread of the coronavirus or COVID-19, here are resources to protect yourself financially.' Below this text is a link that says 'Know the steps to take'. To the right of the text is a large image of a coronavirus particle. Below the banner is a row of four smaller resource cards: 'Protect yourself financially from coronavirus', 'Webcast: CFPB Symposium', 'Start Small, Save Up', and 'Protect yourself from debt collection scams'.





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Consumer Financial
Protection Bureau



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AARP Financial Exploitation Prevention Training Program

Jilene Gunther (AARP)

AARP'S BANKSAFE™ INITIATIVE

Think. Do. Disrupt.

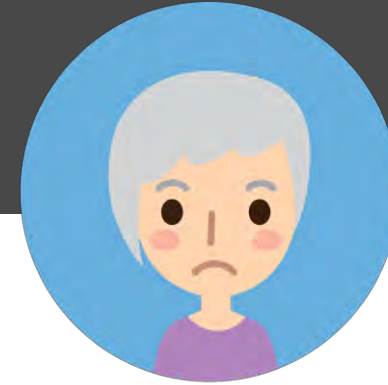
Jilene Gunther, MSW, JD
National Director of BankSafe

1 THINK
What is the problem?

2 DO
How can we get ahead of the problem?

3 DISRUPT
How can we work together to outsmart the perpetrators?

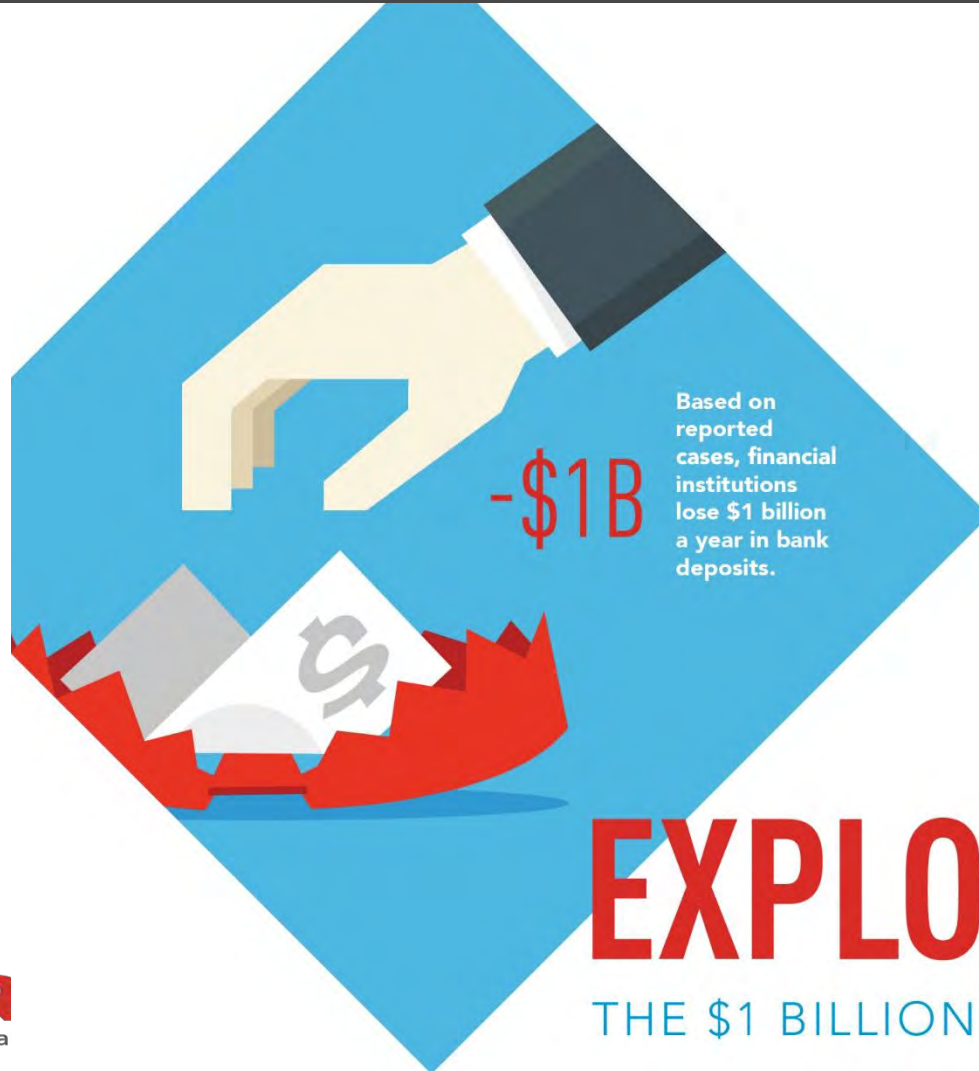
What is the Problem?



**RETIREMENT
SAVINGS LOST:**

**THE AVERAGE VICTIM
LOSES**

\$120,000



EXPLOITATION

THE \$1 BILLION PROBLEM

The Cost of Financial Exploitation Extends Beyond Victims



Victims may turn to public assistance after being exploited.

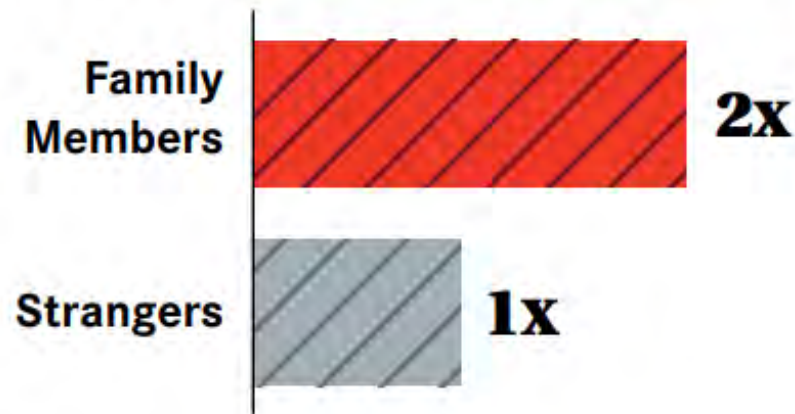


Caregivers pick up an average of **\$36,000** in direct costs due to the exploitation of family members.

The Ultimate Betrayal: Family Members as Perpetrators

Family Members as Perpetrators

AMOUNT OF MONEY STOLEN PER CASE

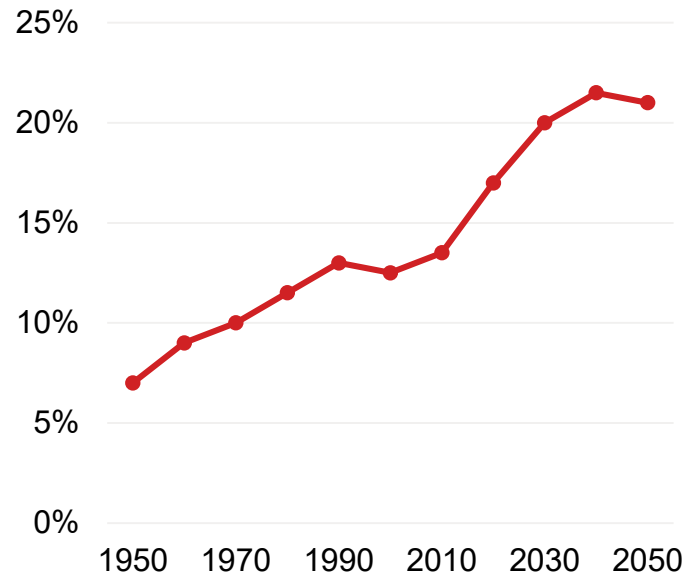


60% to 90%

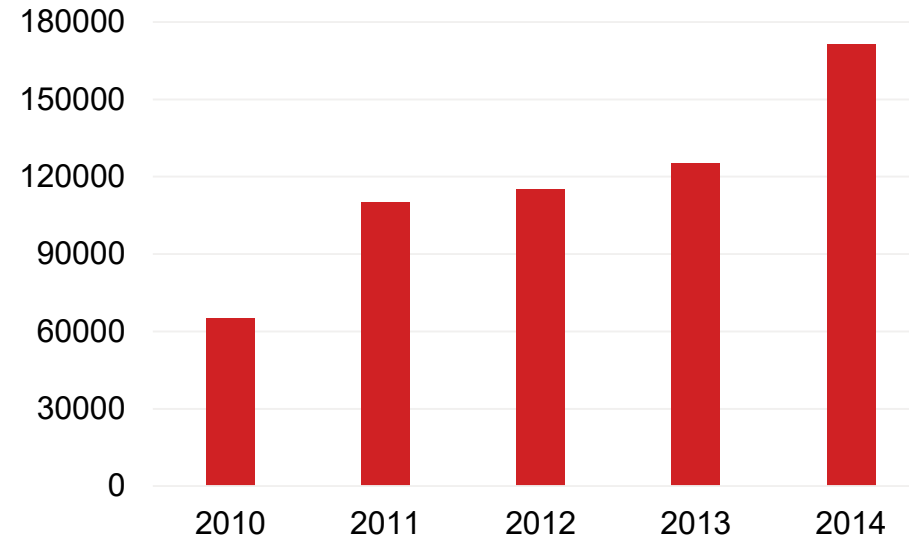
Percentage of cases where
people are exploited by
family members.

The Problem is Only Going to Get Worse

People age 65 and older as a percentage of the U.S. population



Increase in complaints by people age 60 and over¹



Methods of Exploitation

MOST COMMON WAYS TO ACCESS MONEY

By Family



**Financial
Institutions**

By Strangers



**Multi-Service
Businesses**
(i.e. Money Transfer
Businesses)

MOST COSTLY METHODS



Home Theft



Accounts

Listening to the 50+: Conducting Consumer Research

FEBRUARY 2016

Research Report

AARP's BankSafe™ Initiative: A Comprehensive Approach to Better Serving and Protecting Consumers

Jilene Gunther
AARP Public Policy Institute

Individuals 50 years and older (50+) are looking for tools and services to better manage their financial and banking needs. This paper introduces AARP's BankSafe initiative and discusses the value that individuals 50+ bring to financial institutions. It also presents new information about the banking preferences of individuals 50+, based on a recent AARP survey, and recommends ways the aging network and financial institutions can collaborate to better meet the needs of people 50+.

Introduction

BankSafe principles are the key to better customer service by meeting customers' financial needs and safeguarding their assets. AARP's BankSafe initiative has four fundamental elements: (1) preventing financial exploitation, (2) empowering financial caregivers, (3) helping those with dementia, and (4) making the banking environment easier to access. BankSafe applies to all financial institutions including banks, credit unions, and investment firms.

1. Preventing Financial Exploitation

Individuals 50+ are susceptible to fraud and financial exploitation (referred to collectively as exploitation), in part because they own 67 percent of U.S. bank deposits. But they are also more vulnerable because of health status, cognitive ability, and social isolation. Some older Americans can be "vulnerable decision makers" when searching for financial information because of their physical and digital challenges. Those with cognitive decline may not be able to detect if someone is lying—a skill necessary to avoid exploitation. A Utah study found those with cognitive decline lose twice as much money as victims without cognitive decline. Finally, those who are socially isolated have an increased susceptibility as they are less likely to reach out and validate consumer information.

AARP
Real Possibilities



41% of customers trusted their financial institution more based on how it handled an exploitation situation.



85% prefer their financial institution's employees to be highly trained to detect and prevent exploitation. Consumer wanted this more than discounts.

How Do We Get Ahead of the Problem?

Real action **before** the money leaves the account...

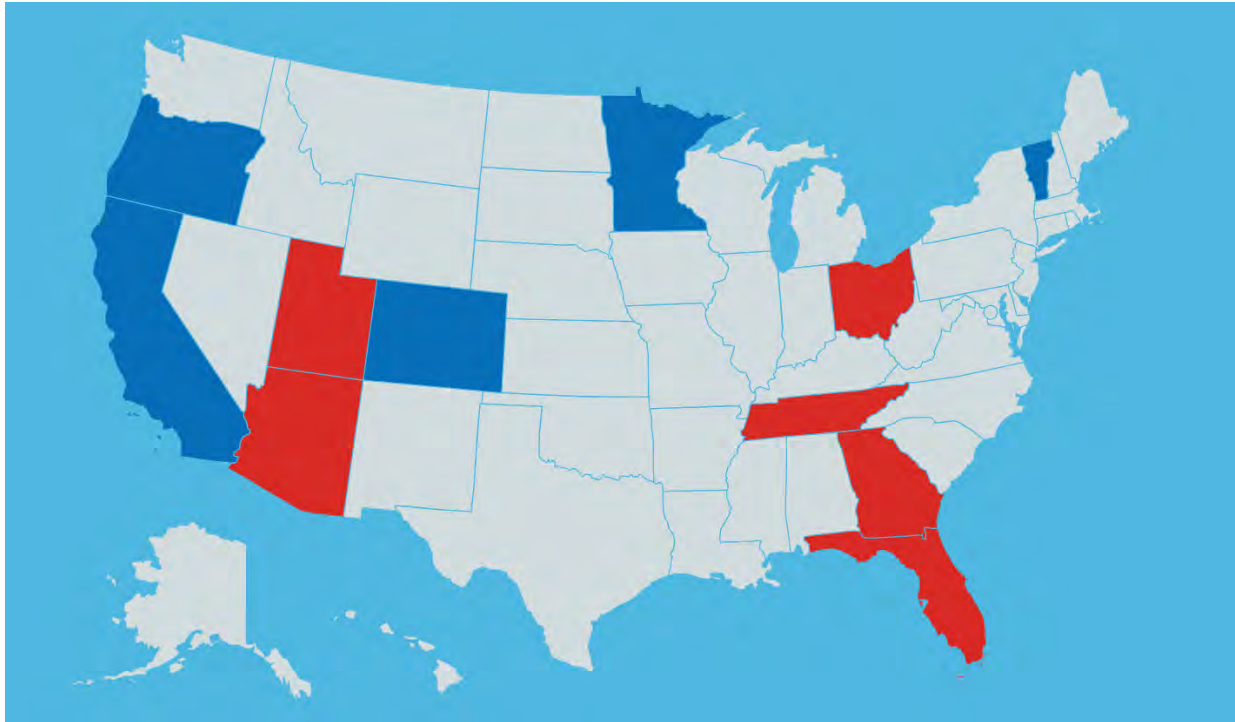


How Can We Work Together to Outsmart
the Perpetrators?

TRAINING & EDUCATION



Developing the BankSafe Training: Collaboration is Key



Developed and
Reviewed by **200+**
Financial Experts

Tested by **2,000**
Financial Industry
Employees

The BankSafe Training: Key Platform Features

- 60-minute **interactive online training** that can be completed in one sitting or employees' own pace
- Enables staff to **put knowledge to the test** through interactive scenarios, games and quizzes
- 20+ activities and bite-sized exercises **fit into the busy schedules** of frontline staff



VA Tech Study on Effectiveness of BankSafe Training

1,816

completed the
BankSafe training



1,042 in the BankSafe trained group
774 in the control group

Scientific random process to assign
control group vs. intervention group

Control Group

Intervention Group

*People in this group were
BankSafe trained*



*Majority of sample in both the intervention and control group had
taken a financial exploitation course within the last year*

1

KNOWLEDGE

Did the BankSafe Training Increase Knowledge?

2

CONFIDENCE

Did the BankSafe Training Increase Confidence?

3

SAVE MONEY

Did the BankSafe Training Group Save Consumers' Money?

1 KNOWLEDGE

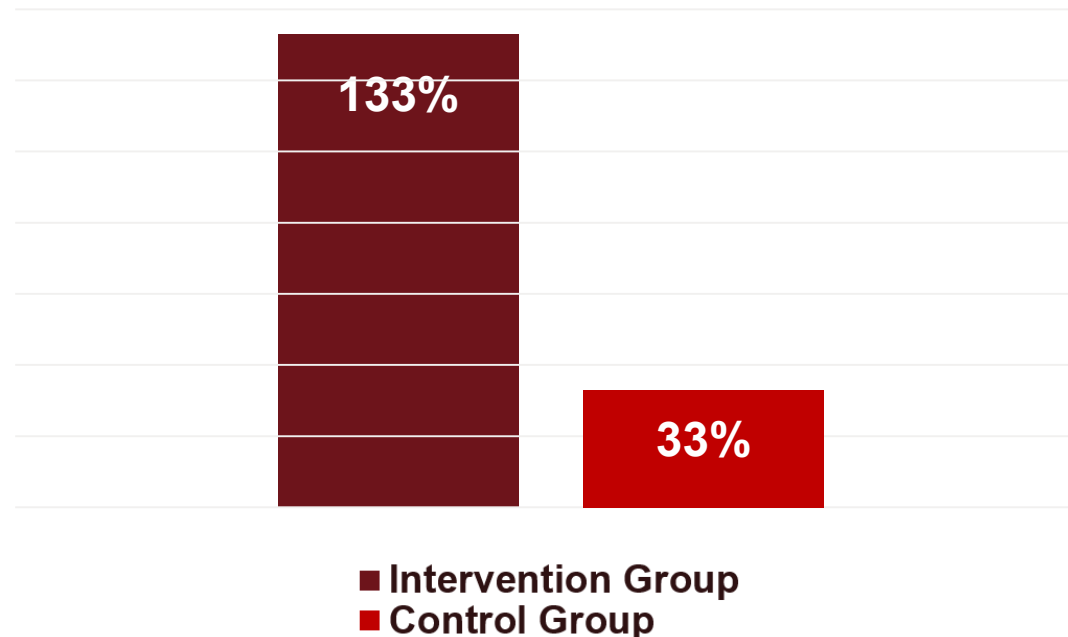
Does the Bank*Safe* Training Increase Knowledge?

The AARP BankSafe Training Increases Knowledge

133%

Post-test scores **improved 133%** among those who had gone through the BankSafe training, indicating a significant increase in knowledge of financial exploitation.

Increase in Knowledge Assessment Scores



2

CONFIDENCE

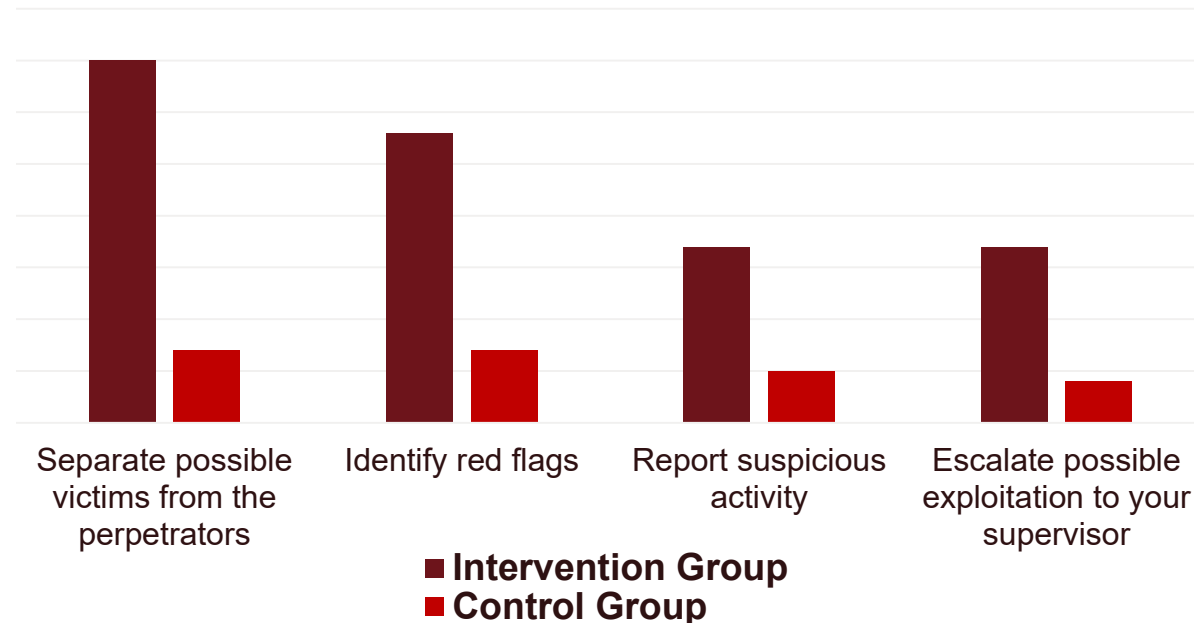
Does the BankSafe Training Increase Confidence?

The AARP BankSafe Training Increases Confidence

4x

After the training, BankSafe learners reported having **four times as much confidence** in recognizing, preventing, and reporting cases of exploitation than before the training compared to the control group.

Confidence Increase



3 SAVE MONEY

Did the BankSafe Trained Group Save Consumers' Money?

Real *action* before the money leaves the account...

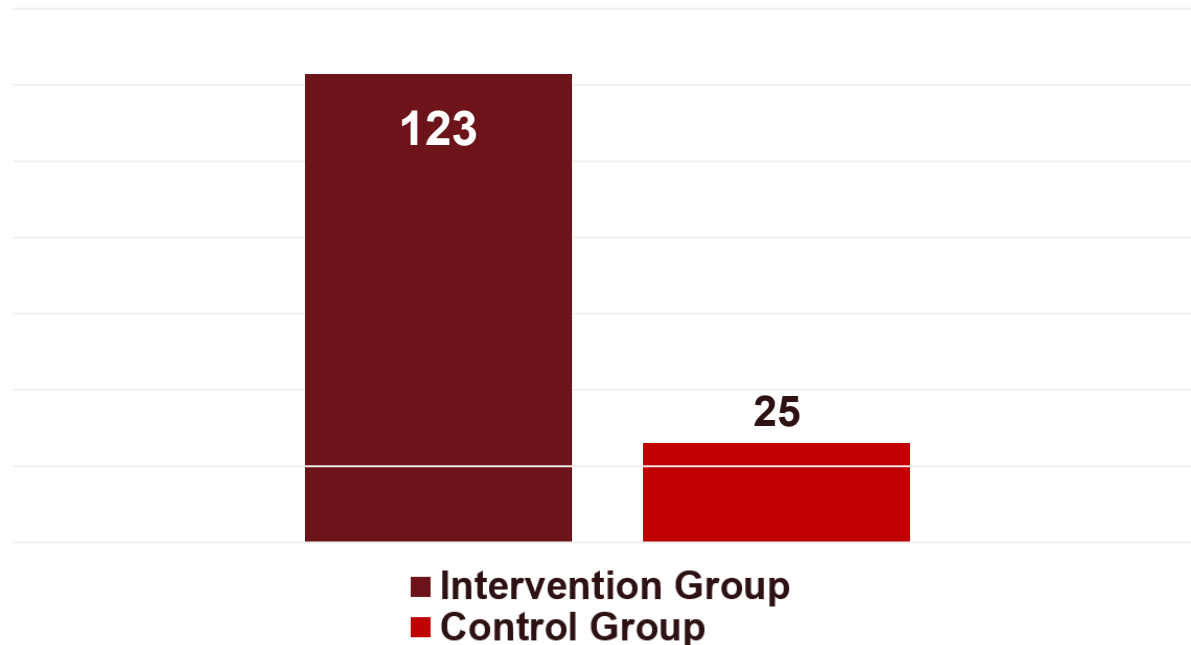


AARP BankSafe Trained Group Reported Exploitation at a Significantly Higher Rate

4x

The BankSafe trained group reported exploitation at a rate **4 times higher** than the control group.

Number of Cases Reported

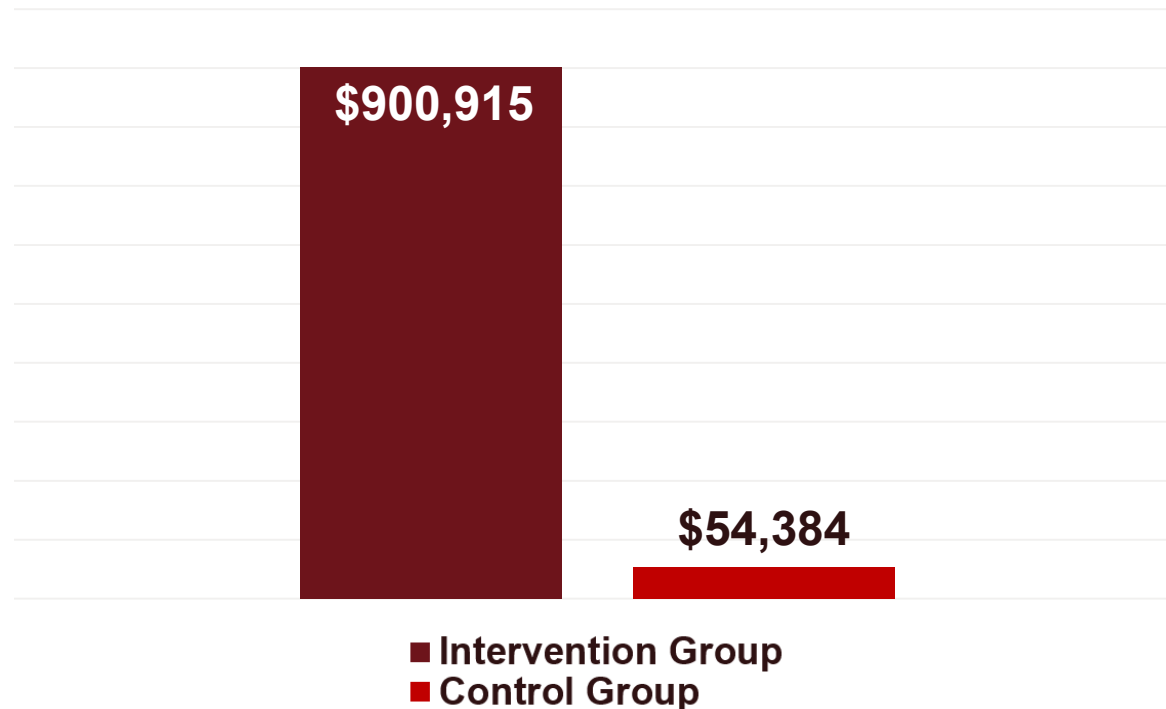


The AARP BankSafe Trained Group Saved a Significant Amount of Money

16x

The BankSafe trained group saved just under **\$1 million**, which is **16 times more** than the control group.

Total Funds Saved



CONCLUSION

The Bank*Safe* training met its goal, resulting in significant financial savings and substantially higher reporting of financial exploitation.

BankSafe Training Social Impact Snapshot



SOCIAL IMPACT

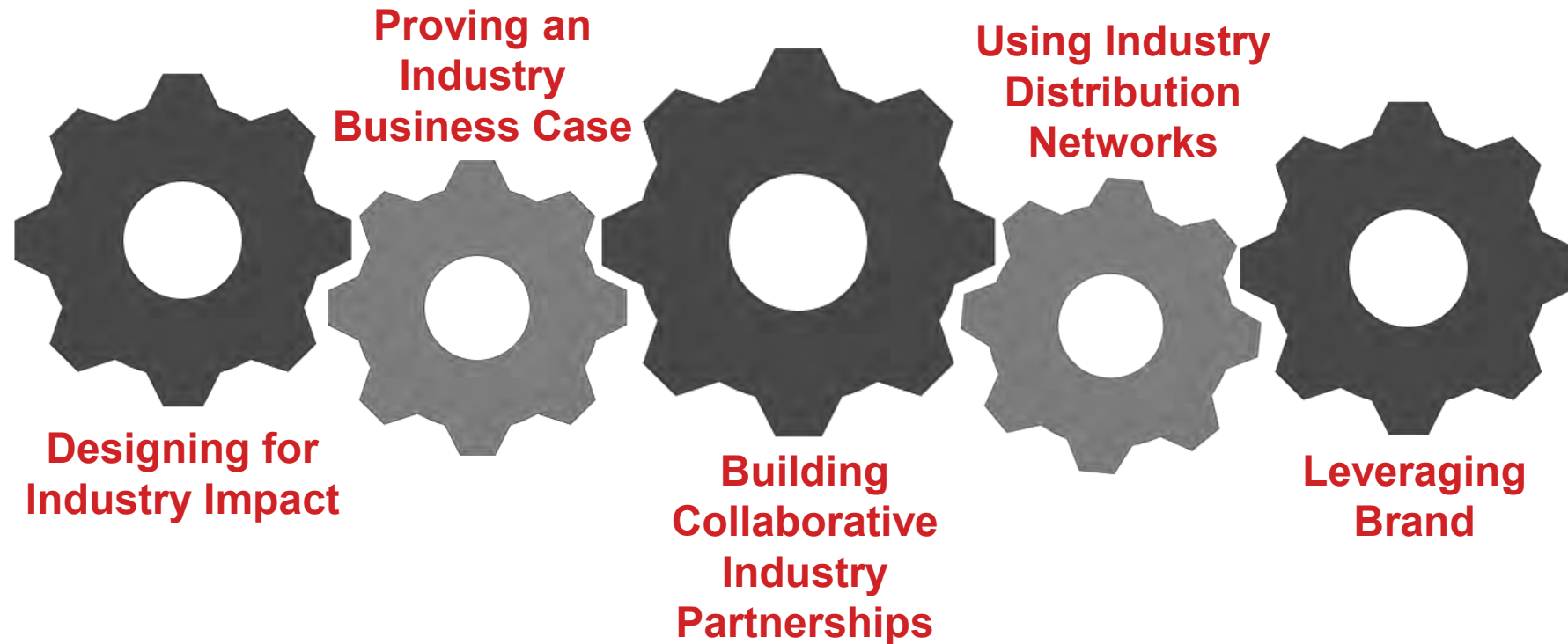
7 Million

Consumers Better Protected

\$17 Million

Saved from Exploitation

BankSafe's Approach to Social Impact



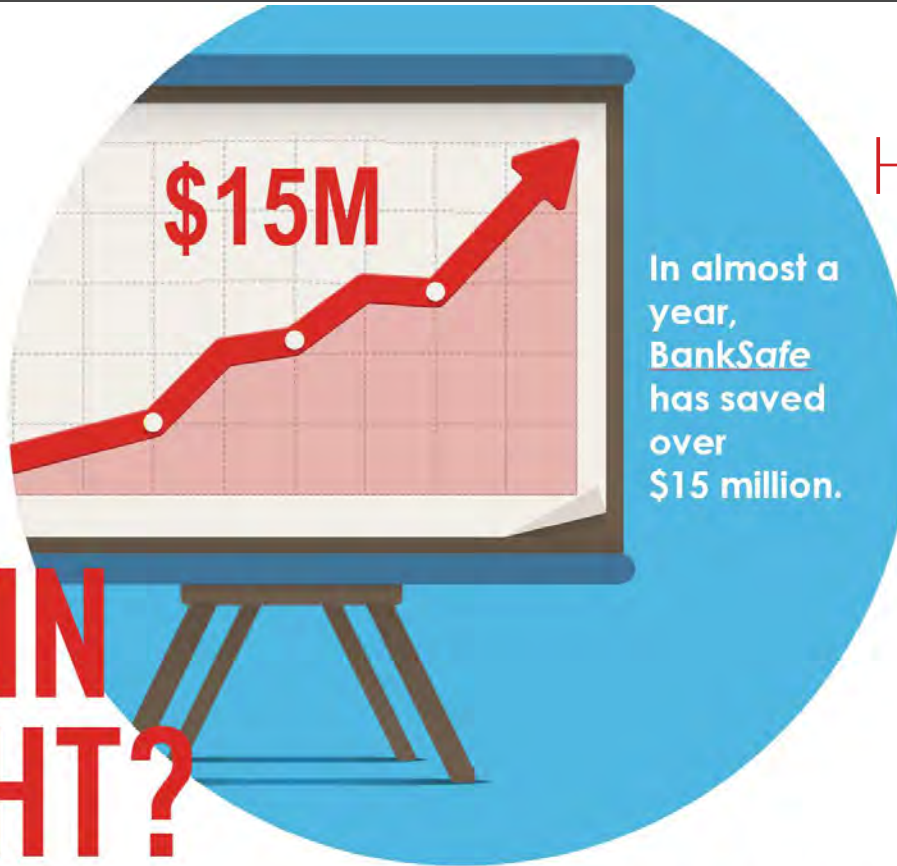
Designing for Impact

- Builds **empathy in learners** through videos and activities
- Creates **positive messaging**
- Emphasizes **action steps and builds skills** to prevent exploitation
- Best e-learning principles for **interactive** training



Proving an Industry Business Case

- ✓ Reputational risk
- ✓ Prevents loss
- ✓ Creates stronger member relationships and trust
- ✓ Improves employee morale and performance



POWER IN
HEARING FROM
PEERS

WHY JOIN THE FIGHT?

PERCEIVED BARRIERS
EXCHANGED FOR
BUSINESS JUSTIFICATION

- ✓ Increases brand distinction
- ✓ Saves money
- ✓ Meets regulatory guidance

Building Collaborative Industry Partnerships

- Engaging **with the industry** to make voluntary changes
- Making it **easy and inexpensive** to implement
- The training was **developed in partnership** with the industry in over 20 workshops, 200 industry reviewers and 2000 industry employees testing the training



Using Industry Distribution Networks

- Trade associations are key partners in training distribution
- BankSafe is a **value-add** offering for association members



Leveraging Brand

- Using our brand to **scale social impact**
- A majority of consumers **will listen to AARP** on which institutions are proactive in preventing exploitation



Results: Praise for Our Award-Winning Training

“[The BankSafe training is] the gold standard in the industry.”

“...huge asset to banks and credit unions around the country.”



“...a win-win for everybody. How would you not take advantage of this type of training?”

“The BankSafe training is a game changer...”

“The BankSafe training really has the fingerprints and the approval of banks all across the country.”

“One of the best things about working on BankSafe has been how collaborative AARP has been ...”

Results: AARP BankSafe Training Social Impact Snapshot



SOCIAL IMPACT

7 Million

Consumers Better Protected

\$17 Million

Saved from Exploitation

Thank You



ELDER JUSTICE
COORDINATING COUNCIL





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Protecting the Delivery of Federal Benefits Payments

Ronda Kent (Treasury)



**ELDER JUSTICE
COORDINATING COUNCIL**



**BUREAU OF THE
Fiscal Service**
U.S. DEPARTMENT OF THE TREASURY

Protecting the Delivery of Federal Benefit Payments

Ronda Kent

Elder Justice Coordinating Council

June 10, 2020



Every day, millions of Americans have financial interactions with the federal government.

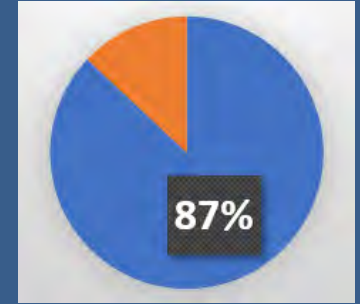
American citizens expect that:

- the government is an efficient steward of their financial resources;**
- financial information provided by the government is accurate;**
- their financial interactions with the government are modern, seamless and secure.**



Treasury's Role: Payment Delivery

Treasury's Bureau of the Fiscal Service disburses 87% of all payments for the federal government.



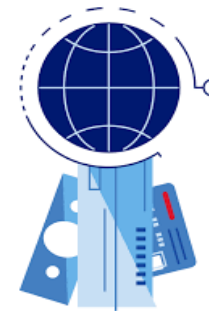
Includes benefit, tax refund, salary, and more



Payments totaled more than \$3.7 trillion in FY 2019



95% of all payments were made electronically



Delivered to 248 countries, using 146 currencies



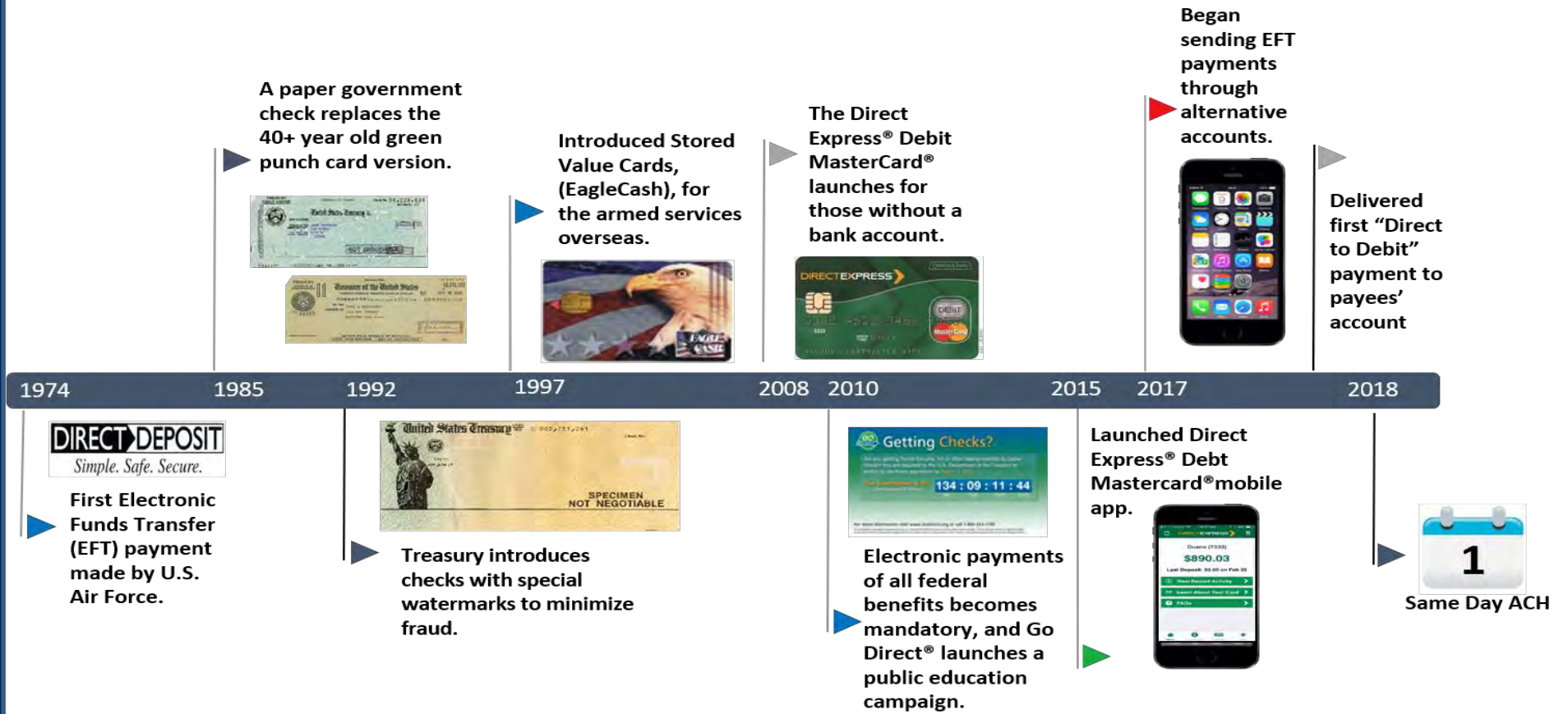


Supporting American Citizens



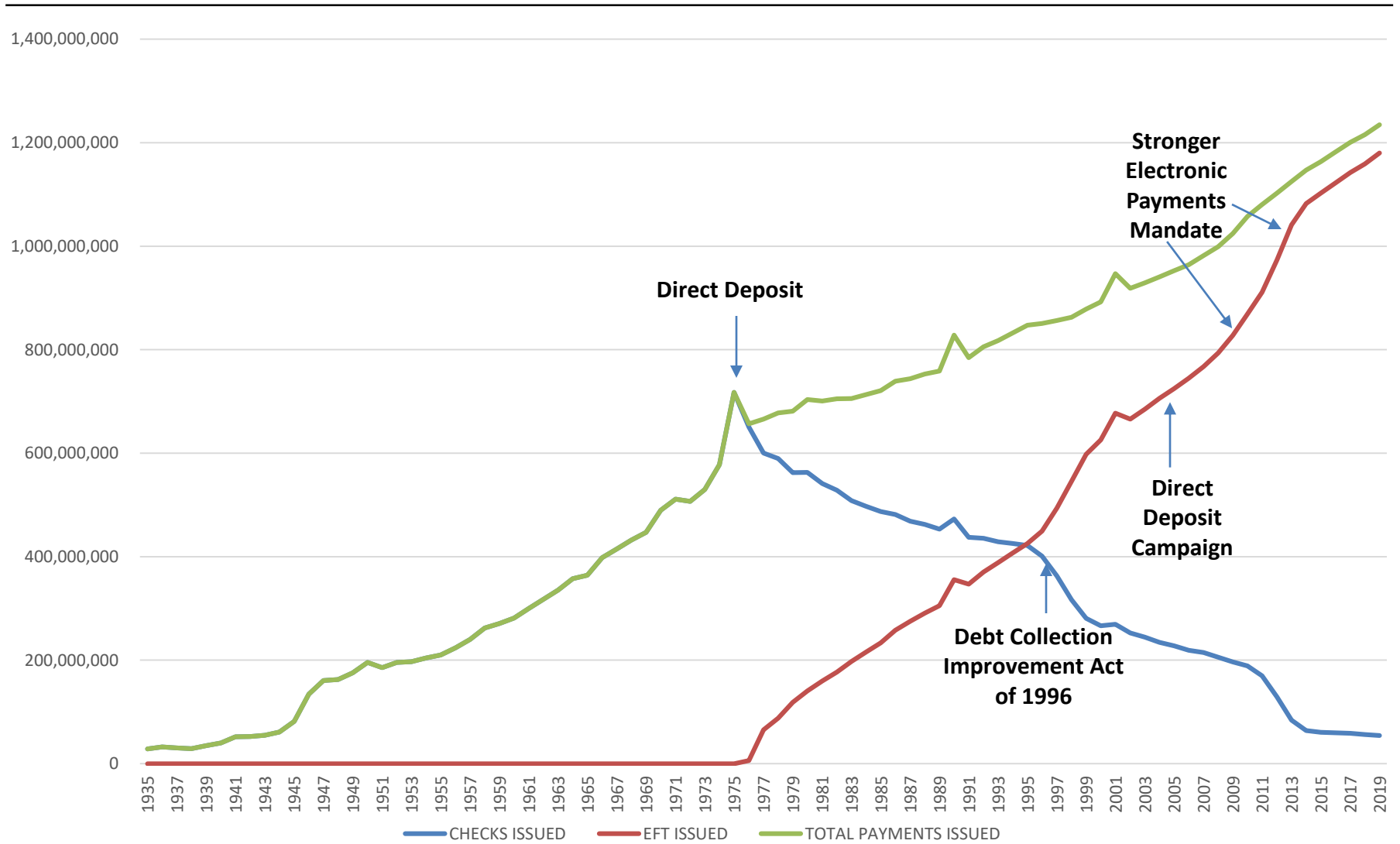
Payment Landscape

Over the years, Fiscal Service has evolved with the payment industry, financial technology, and the public's needs.





The Electronic Payment Journey

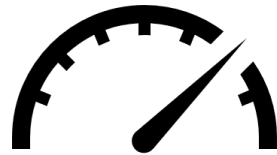




Why Electronic Payments?

Did You Know?

Nearly 50% of problems with Treasury-disbursed payments are related to checks even though checks constituted only 5% of all Treasury-disbursed payments.



Electronic payments
are *faster*



Electronic payments
are *cheaper*

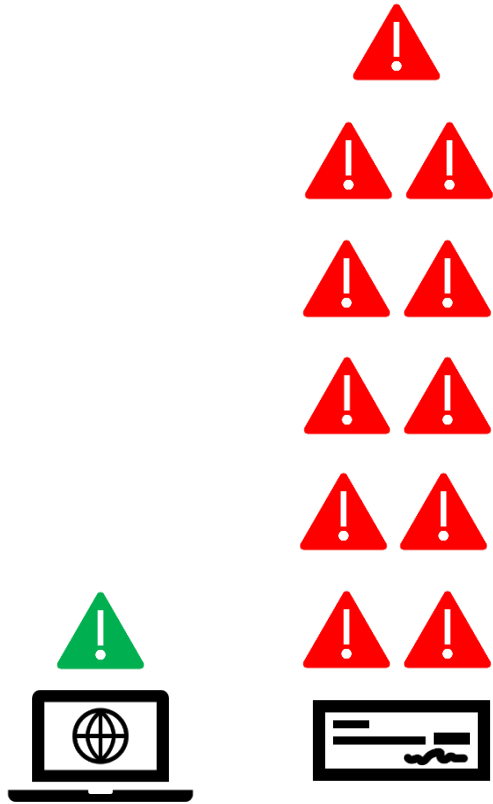


Electronic payments
are *safer*

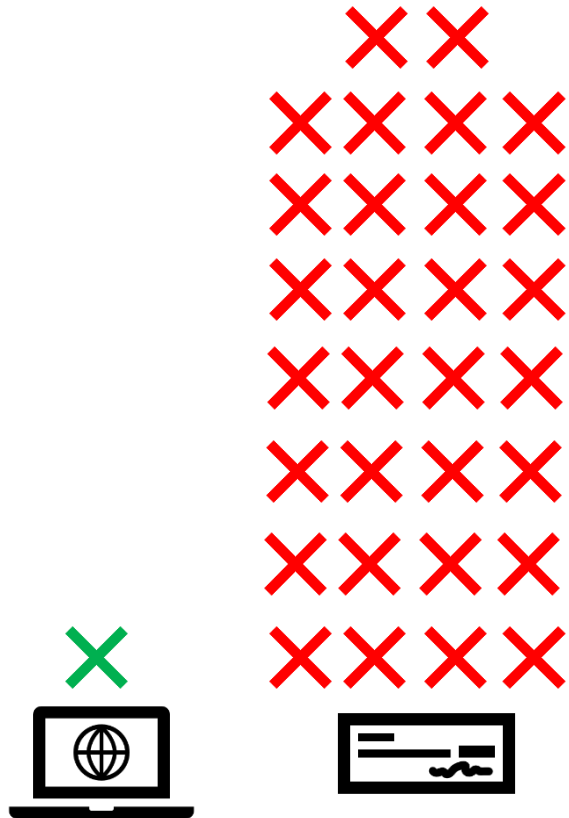
Going electronic improves customer value

Specifically for Benefit Payments...

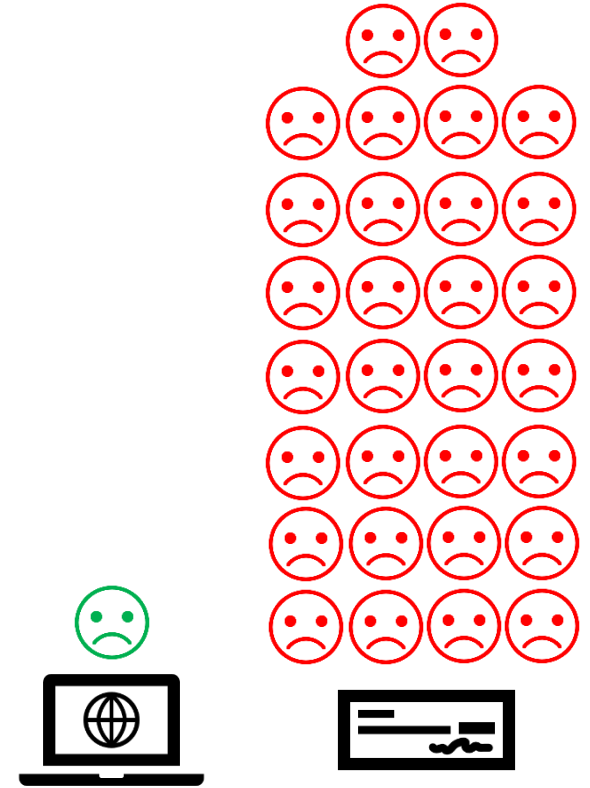
Paper checks are **11-times** more likely to be lost or stolen



Paper checks are **30-times** more likely for “non receipt” claim

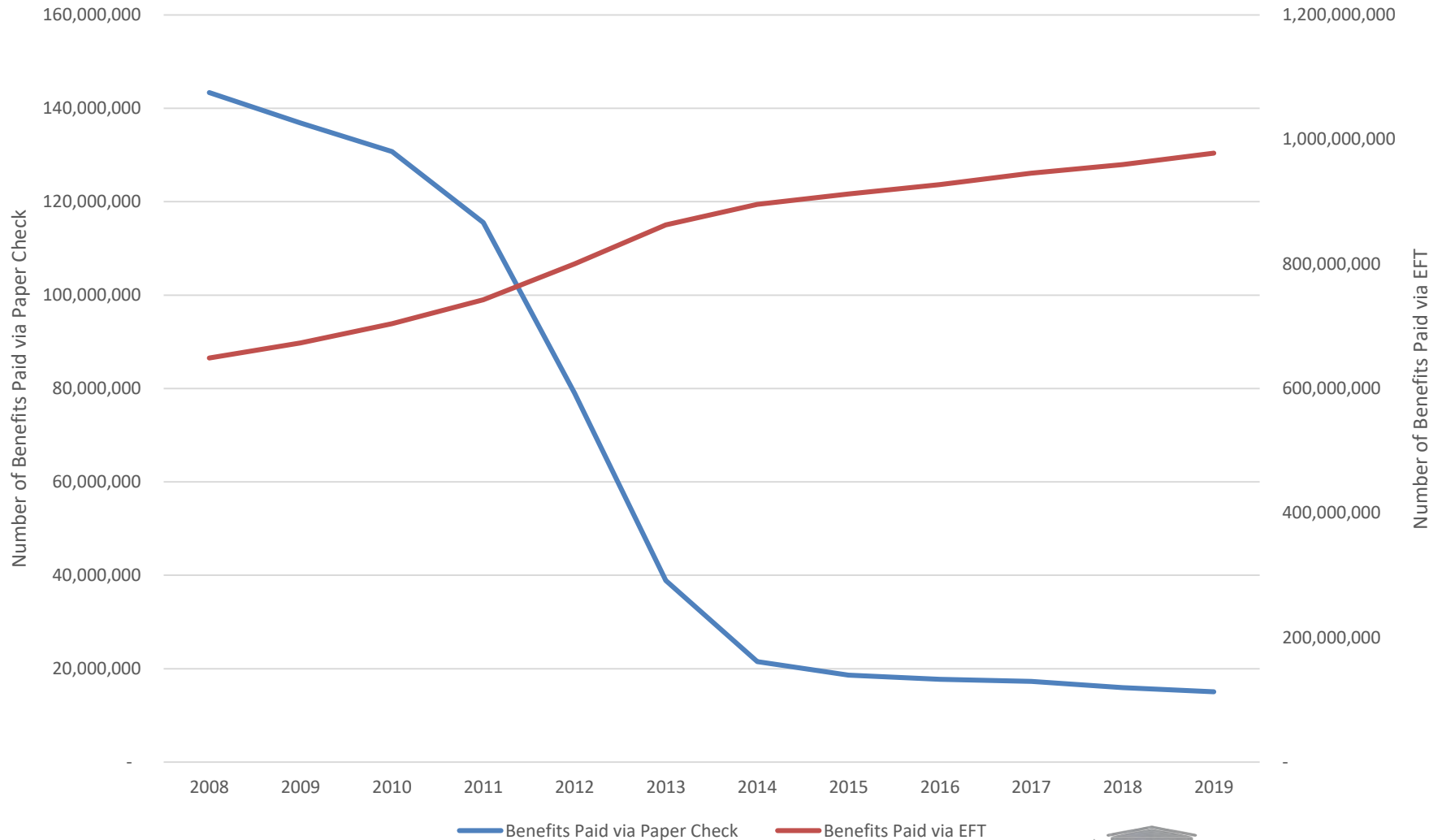


Nearly **30,000** Social Security and SSI checks were reported lost or stolen in 2019





Benefit Payments: Check vs. EFT



LEAD · TRANSFORM · DELIVER

Direct Express[®] Debit Card Program



Provides 4.5 million Americans with an electronic payment option that promotes financial capability and enables access to the financial mainstream.

Cardholder demographics:

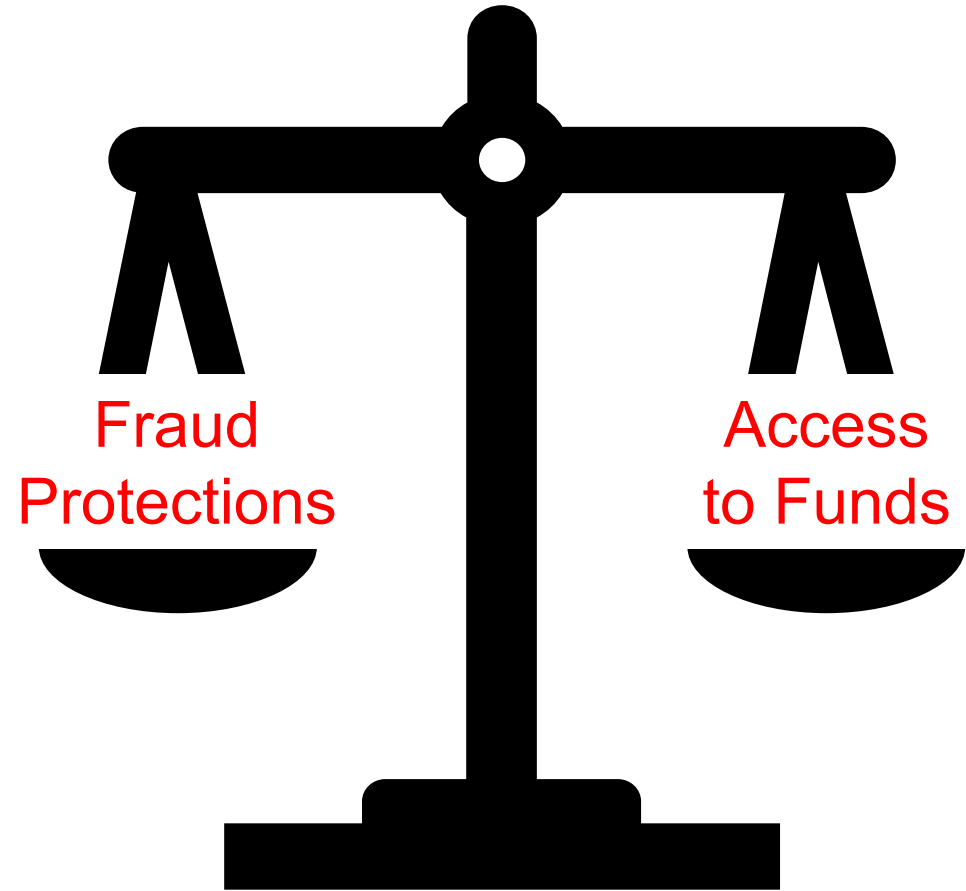
- 53% are age 50 or older
- 57% have benefits as sole source of income
- 70% are unbanked
- 97% receive SSA or SSI





Mitigating Fraud

- Regulation E protections
- 24/7 customer service
- EMV chip and PIN technology
- Purchases protected by Mastercard Zero Liability





Preventing Financial Exploitation

- Majority of Direct Express[®] cardholders do not have a bank account
 - Limited familiarity with debit cards and other financial products
- Blog posts and social media on DirectExpress.info website
 - Useful tips on how to protect personal privacy and identify common online scams
- Direct Express[®] mobile app
 - Sign up for text or email alerts for deposits and transactions
 - Access account from smartphone or computer
- Working with partners
 - SSA, VA, AMBA, AARP



Promoting Financial Education

- Direct Express® sees financial education as a critical part of its mission
- PayPerks for Direct Express®
 - Allows cardholders to continue and grow their financial education
 - Educates cardholders on fraud prevention
 - Contains more than 150 tutorials
 - Topics range from card basics to budgeting and savings, privacy and security, and reducing unnecessary fees



Meet Don: Direct Express® Cardholder



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Fiscal Service
U.S. DEPARTMENT OF THE TREASURY





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Closing Remarks

Lance Robertson

ACL



**ELDER JUSTICE
COORDINATING COUNCIL**

Thank You!

Speakers

EJCC Members



Elder Justice Coordinating Council Meeting



Aiesha Parry

*Aging Services Program Specialist
Administration for Community Living*



Elizabeth Petruy

*Aging Services Program Specialist
Administration for Community Living*



Stephanie Whittier Eliason

*Elder Rights Team Lead
Administration for Community Living*

U.S. Department of Health & Human Services





Thank You!

Speakers

EJCC Members

Attendees



Elder Justice Coordinating Council Meeting

Wednesday June 10, 2020



**ELDER JUSTICE
COORDINATING COUNCIL**