Financial abuse of seniors refers to the "theft or embezzlement of money or any other property from an elder."

Abuse may also involve the improper use of senior funds, identity, property or assets.

Fraudsters target the elderly as they may be lonely, willing to listen and are more trusting.

Financial abuse of seniors is a devastating crime that banks are uniquely positioned to help address and prevent. Bankers are in the best position to spot irregularities quickly.

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Older Americans are increasingly becoming targets for fraud and financial exploitation

Americans **over the age of 50** account for **70%** of all bank deposit balances today *

At least 20% over age 65 (**7.3 million seniors**) have been victimized by financial abuse *

*2018 American Bankers Assn.

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3

Why are Older Adults at Risk of Financial Exploitation?

- Have regular income and accumulated assets

- Trusting and polite

- Lonely and socially isolated

- Vulnerable due to grief from a loss

- Reluctant to report exploitation by a family member, caregiver, or someone they depend on

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In 2017, the FBI's Internet Crime Complaint Center (IC3) received **49,523** complaints from victims over the age of 60 with adjusted losses in excess of **$342 million**.

According to the Government Accountability Office, financial fraud committed against older Americans is a growing epidemic that costs seniors an estimated **$2.9 billion annually**.

Experts say senior financial abuse will be the "crime of the 21st century."

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Banks are well-positioned to

DETECT   PREVENT and **REPORT**

- ✓ Specialized Staff Training
- ✓ Customer Engagement
- ✓ Internal Protocols and Procedures
- ✓ Law Enforcement Relationships

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WARNING SIGNS & RED FLAGS
What Do We LOOK for?

- ❑ Significant Changes in balances
- ❑ Large Outgoing/Incoming Wires
- ❑ Excessive Cash or ATM Withdrawals
- ❑ Excessive Checks Cashed by "Others"
- ❑ Changes in demeanor and appearance
- ❑ POA Activity and Forgeries
- ❑ Caregiver/individual shows excessive interest in elder's finances
- ❑ Closing of accounts with out any regard to penalties or fees
- ❑ Sudden NSF activity
- ❑ Diverted bank statements

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Scams That Target Seniors

Theft from Family

Internet Romance Lottery/Sweepstakes

Telemarketing/Internet Scams

Door to Door Home Repair POA Abuse

Caregiver theft of money & medication

Grandchild Arrested IRS Imposter Scams

Identity Theft Investment Fraud

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Why do Older Adults not report Financial Exploitation?

- Shame & Embarrassment
- Loyalty
- Fear of retaliation
- Dependence
- Denial
- Self-blame
- Lack of awareness

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What Do We do When We Discover Abuse and Schemes?

Talk with the customer and/or their trusted family members

Is he/she confused or disoriented?

Are they aware of the activity?

Do they know the suspect?

Try to separate the vulnerable adult from a suspicious third party

Contact Law Enforcement

Welfare checks

File Financial Crime reports on behalf of elderly victims

File Reports with Adult Protect Services & Attorney General
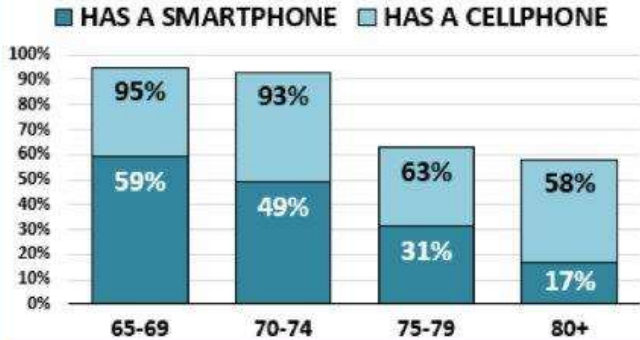
File Reports with U.S. Treasury Department

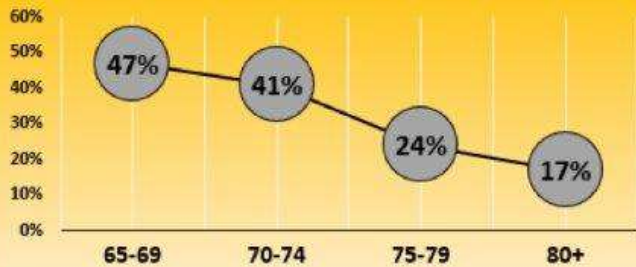All necessary action to prevent further financial abuse

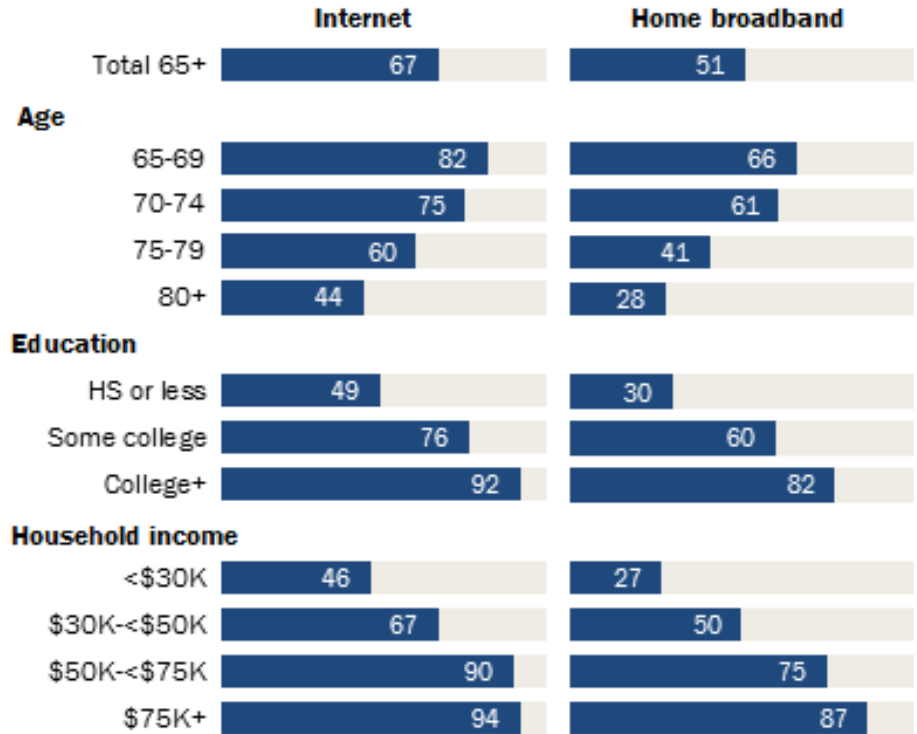Central Bank

THEME OF THE WEEK
OLDER AMERICANS MONTH

ROTARY PHONES BEGONE!

- ■ HAS A SMARTPHONE ■ HAS A CELLPHONE

Age	Smartphone	Cellphone
65-69	59%	95%
70-74	49%	93%
75-79	31%	63%
80+	17%	58%

ONE-THIRD OF SENIORS 65+ ARE 'SOCIAL'

Age	Percent
65-69	47%
70-74	41%
75-79	24%
80+	17%

Facebook	YouTube	Instagram	LinkedIn	Twitter	Snapchat
41%	40%	10%	9%	8%	3%

SACHSMEDIA GROUP | BREAKTHROUGH **RESEARCH**

Internet use and broadband adoption among seniors varies greatly by age, income and education

% of U.S. adults ages 65 and older who say they use/have the following ...
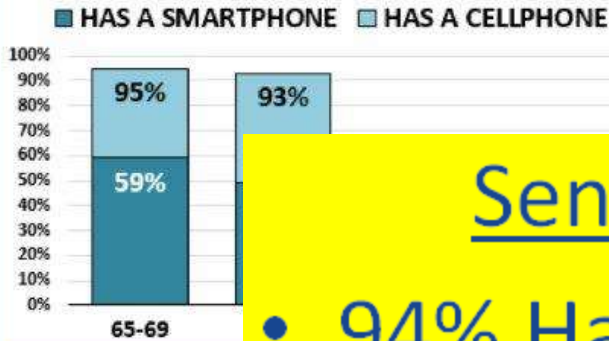
	Internet	Home broadband
Total 65+	67	51
Age		
65-69	82	66
70-74	75	61
75-79	60	41
80+	44	28
Education		
HS or less	49	30
Some college	76	60
College+	92	82
Household income		
<$30K	46	27
$30K-<$50K	67	50
$50K-<$75K	90	75
$75K+	94	87

Source: Survey conducted Sept. 29-Nov. 6, 2016.
"Tech Adoption Climbs Among Older Adults"

PEW RESEARCH CENTER

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THEME OF THE WEEK
OLDER AMERICANS MONTH

ROTARY PHONES BEGONE!
☐ HAS A SMARTPHONE ☐ HAS A CELLPHONE
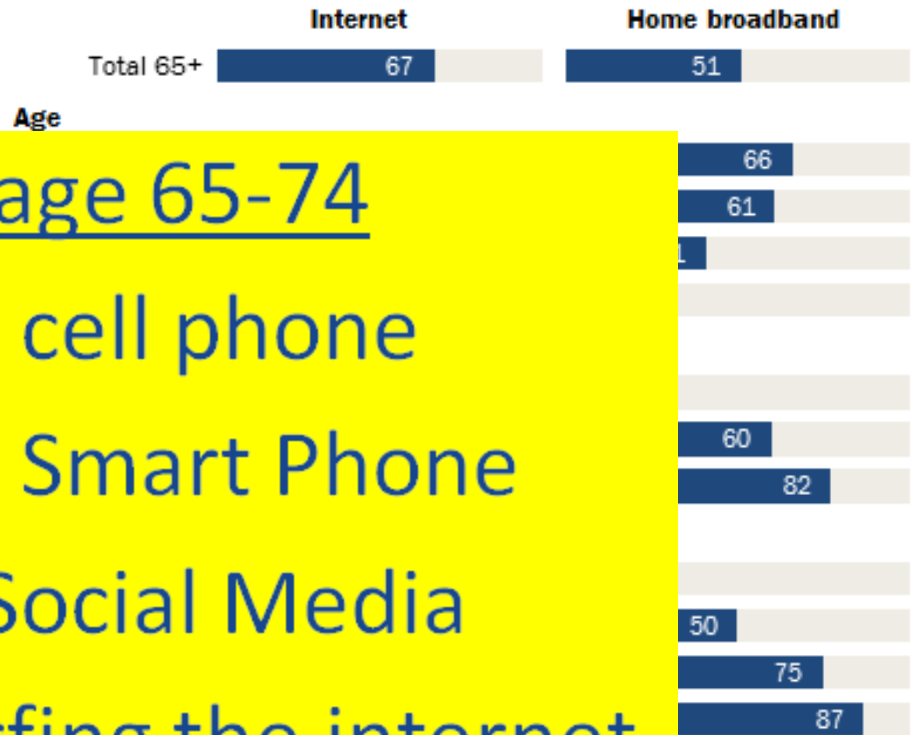
95% 93%

59%

65-69

ONE-THIRD OF

47%

65-69

41% 40% 10% 9% 8% 3%

SACHSMEDIA BREAKTHROUGH RESEARCH

Internet use and broadband adoption among seniors varies greatly by age, income and education

% of U.S. adults ages 65 and older who say they use/have the following ...

	Internet	Home broadband
Total 65+	67	51

Age

66
61

60
82

50
75
87

Source: Survey conducted Sept. 29-Nov. 6, 2016.
"Tech Adoption Climbs Among Older Adults"

PEW RESEARCH CENTER

Seniors age 65-74

- 94% Have a cell phone
- 54% Have a Smart Phone
- 1/3 are on Social Media
- 80% are surfing the internet

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NEVER NEVER NEVER…..

- Give your personal or account information unless you initiate it.
- Click on links in emails or website advertisements. It could be a virus!
- Trust people you've never met on internet! They love your money, not you!
- Wire money, mail checks or gift cards to people you don't know. You could be a money mule for a scammer or terrorist!
- Give out User IDs and passwords or PIN numbers! Your account will be taken over!
- Talk about financial matters in public or to others that don't "need to know"!
- React before "thinking and verifying" when you are threatened to send money over the phone or internet! It's a scare tactic!
- Believe a stranger over your banker!
- "Check in" on Facebook or post vacation photos real-time! People will know you're not at home!
- Accept friend requests on social media from strangers!
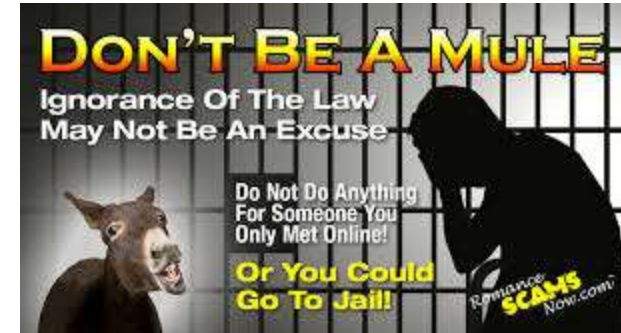- Hire Door to Door Repairmen without doing your homework

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ALWAYS ALWAYS ALWAYS…..

- Monitor your accounts regularly! Call your bank right away if you see something that's not authorized.
- Keep checks, cards and statements in a secure place! Family and caregivers might steal!
- Check your credit bureau annually for unauthorized credit and identity theft!
- Contact your bank's fraud department to help you verify people, internet links and websites before you click! We have lots of public data resources and investigative tools to help you.
- Keep User IDs and passwords safe! Don't write PIN numbers on cards! If you forget it, it's easy to reset!
- Don't trust and allow others to use your checks and cards! You could be liable for the theft if they steal from you.
- Meet new friends and acquaintances locally, not on the internet! You don't know who's behind that photo or where they're really at!
- Appoint a POA you know and trust!

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Educating Seniors about financial crimes and scams is the key to protecting their assets and well being BEFORE they become victims!

Refuse To Be A Victim.

DON'T BE A MULE
Ignorance Of The Law May Not Be An Excuse
Do Not Do Anything For Someone You Only Met Online!
Or You Could Go To Jail!
RomanceSCAMSNow.com

TOO GOOD TO BE TRUE 50¢
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When In Doubt Just Ask!!!

WARNING
ELDER FINANCIAL ABUSE IS A SERIOUS CRIME
WE IMMEDIATELY REPORT ALL SUSPICIOUS ACTIVITIES

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THANK YOU for the opportunity to serve you today!

CentralBank.com

Angela Campbell, CAMS, CFCS I *BSA Officer*
p. 859-253-6002 I acampbell@centralbank.com

Central Bank & Trust Co.
300 W. Vine Street, Lexington, KY 40507

Betsy L. WilliamsI, CAMSI *BSA Investigator*
p. 859-253-6321I blwilliams@centralbank.com

Central Bank & Trust Co.
300 W. Vine Street, Lexington, KY 40507

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