

Senior\$afe

Guidelines for assisting customers at risk of elder financial exploitation or fraud

You should be concerned if any of the following red flags of possible active exploitation or fraud are present.

- Ⓜ Caregiver or person accompanying senior (C/PA) shows **excessive interest in senior's finances or accounts**, does not allow senior to speak for him or herself, or is reluctant to leave the senior's side during conversations, or restricts visits or phone calls.
- Ⓜ Senior shows an **unusual degree of fear, anxiety, submissiveness or deference** toward C/PA
- Ⓜ Senior moves away from existing relations and toward new associations with other "friends" or strangers
- Ⓜ Sudden appearance of previously uninvolved relatives claiming their rights to senior's affairs and possessions
- Ⓜ Abrupt changes to financial documents, such as power of attorney, account beneficiaries, wills and trusts, property title and deeds
- Ⓜ Uncharacteristic non-payment for services or sudden NSF activity, which may indicate a loss of funds or access to funds
- Ⓜ **Noticeable neglect** or decline in appearance, grooming, or hygiene
- Ⓜ Change of address on accounts to new recipient's address, especially when distant from senior's home
- Ⓜ **Frequent large withdrawals**, including daily maximum currency withdrawals from an ATM
- Ⓜ **Inconsistent debit transactions** or uncharacteristic attempts to wire large sums of money
- Ⓜ **Closing of CDs or accounts** without regard to penalties
- Ⓜ Senior displays **unexplained or unusual excitement over a financial windfall** or prize check; may be reluctant to discuss details
- Ⓜ Senior **lacks knowledge about his or her financial status** or shows a reluctance to discuss financial matters
- Ⓜ Unexplained disappearances of funds or valuable possessions
- Ⓜ **Suspicious signatures**
- Ⓜ Financial institution is **unable to speak directly** to the senior despite repeated attempts to do so
- Ⓜ A new caretaker, relative or friend **suddenly begins conducting financial transactions on behalf of a senior** without proper documentation or through a sudden change of C/PA or Power of Attorney
- Ⓜ Large withdrawals from a **previously inactive account** or a new joint account

One or more of these red flags may indicate possible illegal activity. Follow up immediately as indicated on the back of this card.

Senior\$afe Quick Response Chart for Front Line Staff

If you are suspicious

- Inquire about the withdrawal if inconsistent with consumers normal behavior
- Suggest alternative to large cash withdrawals
- Make consumer aware of ways to limit risk of joint account
- Check documentation of the third party (ex. power of attorney)
- Review items of deposit if they are unusual or unique items not regularly deposited. Discreetly question consumer on how they obtained the item
- Contact the appropriate personnel at your financial institution

If you suspect coercion in the presence of a third party

- Separate the senior from third party by ushering him or her to another location on the pretense of discussing private account information
- Contact the appropriate personnel at your financial institution

If you are still suspicious or if you fear senior is in immediate danger

- Always contact the appropriate personnel at your financial institution who will decide next steps

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