

# National Elder Fraud Hotline

Overview



Providing Help,  
Restoring Hope





**NATIONAL ELDER  
FRAUD HOTLINE**  
**1-833-FRAUD-11**  
1-833-372-8311

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Restoring Hope

## National Elder Fraud Hotline

The **U.S. Department of Justice's National Elder Fraud Hotline**, managed by OVC, provides services to all adults aged 60 and older, who may be victims of financial fraud.

- *Phone:* 1-833-FRAUD-11 or 1-833-372-8311
- *Hours of Operation:* 6:00 a.m.–11:00 p.m., eastern time, 7 days a week
- *Website:* <https://www.justice.gov/stopelderfraud>

# What We Do

- Hotline staff provide guidance and appropriate resources (investigatory channels, etc.) that are tailored to the type(s) of fraud being reported.
- Case managers provide:
  - warm hand-offs
  - assistance with filing complaints, as appropriate.

# Common Frauds and Scams

- Phone scams (government impersonation, grandparent scams)
- Internet scams (ransomware and romance scams)
- Identity theft
- Fraud perpetrated by someone known to/trusted by the victim

# Common Questions

## General Questions

Can a victim remain anonymous when calling the hotline?

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What is the referral process for the hotline?

## Marketing/ Outreach

Can other organizations list the hotline on their resource lists?



## Resources

What materials/resources are available to disseminate to older adults, the public, and professionals to spread awareness about elder fraud?

What other methods are available to those wanting to spread awareness/information pertaining to elder fraud?

## Resources

What advocacy can I provide to aid an older victim of financial abuse?

## Common Types of Fraud/Scams

How do we help older adults when they “voluntarily” send large sums of money to scammers (e.g., romance scams)?

## Denial/ Disbelief

What is the best approach for trying to assist an older adult who does not believe that he/she is a victim of a scam/fraud?

# “Success” Stories

- Case #1: fraud by jewelry vendor while visiting US Virgin Islands on a cruise
  - Reported to FTC and referred to US Virgin Islands Dept. of Licensing and Consumer Affairs and US Virgin Islands Attorney General, who is considering taking the case
- Case #2: large-scale professional fraud ring targeting older adults’ estates
  - Referred to local FBI and US Attorney’s Office as well as DOJ
  - Caller followed up to say that he contacted the FBI was informed that the FBI is looking into the fraud ring; he felt that mentioning the EFH helped
- Case #3: Publisher’s Clearinghouse phone scam; money sent via gift cards/cash advances
  - Reported to FTC; caller had already reported to her banks/local law enforcement
  - Upon follow-up, caller shared that FBI contacted her local law enforcement to inform them that the FBI is handling the investigation of this scam ring

# Ongoing Activities

- Outreach to other national, state, local organizations serving older adults
- Marketing campaign
- Additional website content

# Resources

- Department of Justice
  - Elder Justice Initiative: <https://www.justice.gov/elderjustice/>
  - Federal Bureau of Investigation, Internet Crime Complaint Center: <https://www.ic3.gov/>
  - Office for Victims of Crime: <https://www.ovc.gov/>
- Federal Trade Commission
  - FTC Complaint Assistant: <https://www.ftccomplaintassistant.gov/>
  - IdentityTheft.Gov: <https://www.identitytheft.gov/>
- Administration for Community Living
  - National Center on Elder Abuse: <https://ncea.acl.gov/>
  - National Center on Law and Elder Rights: <https://ncler.acl.gov/>
  - Eldercare Locator: <https://eldercare.acl.gov/>

Thank You!



If your question was not addressed in this session, you can send your question to our hosts or request additional information by email:



[elderfraud@ovcttac.org](mailto:elderfraud@ovcttac.org)