National Elder Fraud Hotline

Overview
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](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?
Dear General Questions,

What is the referral process for the hotline?

Best regards,
[Salutation]
Can other organizations list the hotline on their resource lists?
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?
What advocacy can I provide to aid an older victim of financial abuse?
How do we help older adults when they “voluntarily” send large sums of money to scammers (e.g., romance scams)?
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