**NAPSA Monthly Scam Advice Forum Phantom Hacking Crimes October 26, 2023**

Facilitators: Steve Baker and Debbie Deem

**National Elder Fraud Hotline** 1-833-372-8311 National federal hotline, sponsored by USDOJ, for adults 60 and over in reporting fraud and providing support and resources/safety tips.

**Report Fraud to Local Police as Well as One or More of These Federal Govt. Databases**

* www.ic3.gov Report Internet Related Fraud to the FBI
* www.reportfraud.ftc.gov Report fraud to the Federal Trade Commission
* www.identitytheft.gov Report Identity Theft to the FTC
* https://www.uspis.gov/report U.S Postal Inspection Service
	+ Report theft/fraud involving mail
	+ 1-877-876-2455
* FBI warning about phantom hacking crimes-
	+ <https://www.ic3.gov/Media/Y2023/PSA230929>
* AARP has a very informative article explaining how these crimes occur
	+ [https://www.aarp.org/money/scams-fraud/info-2023/fake-online-techsupport.html](https://www.aarp.org/money/scams-fraud/info-2023/fake-online-tech-support.html)
* Better Business Bureau Scam study on tech support fraud
	+ <https://www.bbb.org/all/scamstudies/tech_support_scams>
* **Consumer Financial Protection Bureau** 1-855-411-2372Federal agency that takes complaints against a bank, lender/ financial institution or other ‘financial product’. Many resources including downloadable information on frauds
	+ <https://www.consumerfinance.gov/>
* Victim Shares Her Story: Marjorie Bloom, $661,000 in phantom hacking
	+ https://www.cnbc.com/2023/10/08/how-one-retired-woman-lost-her-life-savings-in-a-common-elder-fraud-scheme.html
* American Bankers Association - For Banks/Financial Institutions
	+ Banks Never Ask That Media Campaign
		- <https://www.aba.com/advocacy/community-programs/banksneveraskthat>
* **Consult with a civil attorney or Legal Aid advice?**
	+ National Association of Consumer Advocates- find a consumer law attorney
		- https://www.consumeradvocates.org/
	+ National Academy of Elder Law Attorneys
		- <https://www.naela.org/>
	+ American Bar Association for lawyer referral services
		- https://www.americanbar.org/groups/legal\_services/flh-home/
	+ Legal Services programs in your community
		- <https://www.lsc.gov>
* **The FBI has several ‘don’t do’ suggestions to avoid these crimes**
	+ Don’t click on unsolicited computer pop-ups, or links or attachments in text messages and emails.
	+ Don’t contact the phone number provided in a pop-up, text or email telling you to call a number for “assistance.”
	+ Don’t download software upon the request of an unknown individual who contacted you.
	+ Don’t let an unknown person who contacted you have control of your computer.
	+ Don’t send money via wire transfer to foreign accounts, cryptocurrency or gift or prepaid cards at the behest of someone you don’t know.
* **A New Resource- An Additional Support Program for Victims of Financial Fraud**
	+ There is a nonprofit called GiveAnHour, that has worked for many years providing free trauma counseling and other support to veterans, mass casualty victims and others.
	+ They are holding a free support program online (via Zoom) for victims of transnational frauds/scams.
		- The meetings start at 6pm EST beginning Tuesday, October 24, 2023 monthly
		- <https://giveanhour.org/financial-fraud/>