NAPSA Scam Advice Forum September 2026

Topic: Do Temporary Account Holds Protect Scam Victims From Continued Exploitation?

Older adults who are manipulated by financial predators may resist intervention from concerned professionals and continue to transfer funds from their accounts. An adult protection law in Minnesota authorizes financial institutions to place temporary holds on transactions if the older adult is believed to be experiencing financial abuse or a scam. Dr. DeLiema partnered with the Minnesota Department of Commerce and Adult Protective Services to analyze data on elder financial exploitation cases that were referred for temporary holds between 2022 and 2025. She also interviewed older adults who experienced a protective hold, APS workers who recommended holds, and financial services professionals who placed holds to learn victim and intervenor perspectives on the effectiveness of this intervention.

In this NAPSA Scam Advice forum, Dr. DeLiema will talk about the benefits of temporary account holds, their limitations, current issues, and offer solutions to make holds a more effective intervention for scams. The session will end with a group discussion about balancing safety and financial autonomy.

Presenter: Marti DeLiema, PhD, Associate Professor, University of Minnesota School of Social Work. Associate Director of Education, Center for Healthy Aging and Innovation

Co-Hosts: Steve Baker and Debbie Deem
Sign up for Steve's weekly '**www.Bakerfraudreport.com**' for worldwide news/trends/ arrests/prosecutions transnational organized crime frauds/scams.

RESOURCES AND REPORTING

National Elder Fraud Hotline (U.S. DOJ) 1-833-372-8311National federal hotline for adults 60 and over to report fraud and providing support and resources/safety tips. Help with filing IC3 and FTC reports. Language line. https://ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope

Report Fraud to Local Police/Adult Protective Services (APS) as Well as One or More of These Federal Govt. Databases/Agencies

- FBI Internet Crime Complaint Center — www.ic3.gov
- Federal Trade Commission (FTC) — www.reportfraud.ftc.gov
- Report Identity Theft to the FTC — www.identitytheft.gov
- U.S Postal Inspection Service (USPIS) 1-877-876-2455 — https://www.uspis.gov/report

- If Crypto Investment Confidence Fraud/Crypto-Relationship Investment (Pig Butchering)- contact local U.S. Secret Service office, in addition filing a complaint at CryptoFraud@SecretService.gov and www.ic3.gov.
- FBI Guidance for Crypto-Currency Fraud Victims in Completing an IC3 report https://www.ic3.gov/Media/Y2023/PSA230824

Consumer Financial Protection Bureau https://www.consumerfinance.gov/ (855) 411-2372
Help consumers connect with financial institutions such as banks to understand issues, fix errors, and get responses about problems, or submit a complaint about a financial service product.

Research and Related Topic Information Re Temporary Account Holds and Trusted Contacts

- Choosing a Trusted Contact for Banking in Case of Emergency https://files.consumerfinance.gov/f/documents/cfpb_trusted-contacts-consumers_2021-11.pdf

- New Resource on State Temporary Hold Laws to Combate Elder Financial Abuse https://www.justice.gov/elderjustice/new-resource-state-temporary-hold-laws-combat-elder-financial-abuse
    - FTC Guidance as of October 2024 on current state laws with/without trusted contact/emergency hold laws, https://consumer.ftc.gov/system/files/consumer_ftc_gov/pdf/FinancialInstitutionTransactionHoldsStateOverview.pdf
    - FTC Report 'State Hold Laws and Elder Financial Exploitation Prevention' - Based on ABA research https://consumer.ftc.gov/system/files/consumer_ftc_gov/pdf/State%20Hold%20Laws%20and%20Elder%20Financial%20Exploitation%20Prevention%20%282025%29.pdf

- FINRA Rule re Trusted Contacts (for retirement/brokerage accounts) https://www.finra.org/rules-guidance/guidance/reports/2024-finra-annual-regulatory-oversight-report/trusted-contact-persons

- Investors in the US: A Report of the National Financial Capacity Study (2025) https://www.finrafoundation.org/sites/finrafoundation/files/2025-11/NFCS_Investor_Survey_Report_White_Paper.pdf

RECENT RESEARCH BY DR. DELIEMA

Gao L, DeLiema M, Bindra S. Financial Protection vs Autonomy, Perspectives from Fraud Victims on A Financial Account Temporary Hold Policy. Innov Aging. 2025 Dec 31;9(Suppl 2):igaf122.3141. doi: 10.1093/geroni/igaf122.3141. PMCID: PMC12761558.

DeLiema, M., Li, Y., & Mottola, G. (2022). Correlates of responding to and becoming victimized by fraud: Examining risk factors by scam type. *International Journal of Consumer Studies.* https://onlinelibrary.wiley.com/doi/10.1111/ijcs.12886

DeLiema, M., Burnes, D., & Langton, L. (2021). The financial and psychological impact of identity theft among older adults. *Innovation in Aging*, 5(4), igab043. https://academic.oup.com/innovateage/article/5/4/igab043/6381666

DeLiema, M., Shadel, D., & Pak, K. (2019). Mindsets and behaviors that increase investment fraud targeting and victimization. *Journal of Consumer Research*, ucz020.

DeLiema, M., Deevy, M., Lusardi, A., & Mitchell, O. S. (2018). Financial fraud among older Americans: Evidence and implications. *The Journals of Gerontology: Series B*, gby1

Free Online Fraud Support Programs

AARP Fraud Support Groups and Helpline Support for those victimized and family members (including a special group for spouses) of these frauds, special groups for romance scams. Includes the Fraud Watch Network where trained volunteers respond to inquiries about fraud at 877-908-3360: You don't have to be AARP member, no age restriction.

- To register for the free support groups https://www.aarp.org/money/scams-fraud/fraud-victim-support-group/?cmp=RDRCT-CSN-FRD-NEW-SUPPORT_GROUP_PAGE
- Fraud webinars - https://www.aarp.org/events/scam-prevention/

FightCyberCrime www.fightcybercrime.org Free romance imposter fraud and crypto investment fraud online peer support programs, all ages. Includes online information for many types of online fraud.

- https://fightcybercrime.org/programs/romance-scam-recovery-group/

Fraud Awareness Network offers weekly peer-to-peer program for victims age 60 and over, facilitated by Lifespan of Greater Rochester, Inc. fraudnetwork@lifespanrochester.org or call 585-244-8400

Give An Hour Free online support programs for victims and loved ones with peer support, all ages.

- https://giveanhour.org/financial-fraud/
- Connect to counselors or accessing support group https://giveanhour.org/financial-fraud/
- Financial Fraud Mental Health Professional Training & Cadre Registration https://giveanhour.qualtrics.com/jfe/form/SV_6fn5URwwbvMX2mi
- Working with Fraud Survivors https://giveanhour.org/wp-content/uploads/Working-with-Scam-and-Fraud-Survivors-Resource.pdf

Cathy Wilson, Therapist Cathy Wilson, Therapist https://www.scamsurvivorhealing.com/
Includes free YouTube video series for those victimized, and resources/videos for family members, mental health professionals, law enforcement, etc. https://www.scamsurvivorhealing.com

- https://www.youtube.com/@fraudpsychology/videos
- Trauma Therapy Training for Therapists Serving Fraud Victims https://www.scamsurvivorhealing.com/mental-health-trauma-scams-fraud/

Additional National Victim Support Resources:

AARP Fraud Watch Network – a free, nationwide initiative that empowers consumers to fight back against identity theft and scams. Open to people of all ages regardless of AARP membership, offers a toll-free helpline, real-time scam alerts, peer support groups for victims, and educational resources. **https://www.aarp.org/money/scams-fraud/about-fraud-watch-network/ 877-908-3360**

- **Professional Resources: Words Matter: Improving Outcomes for Crime Victims** https://www.aarp.org/lp/words-matter/

Fightcybercrime Online information, support and how to recognize, report and recover (including support groups and informative blogs) for many types of online fraud. https://fightcybercrime.org/

- **Resources for Families and Friends:** https://fightcybercrime.org/blog/category/family-friend-resources/

Identity Theft Resource Center provides free crime victim identity theft assistance through a toll-free call center, at 888-400-5530, live chat, website, podcasts, and social media. www.idtheftcenter.org Includes access to freezing credit and info on other sites to protect at (www.frozenpii.org)

Operation Shamrock Resource for those victimized in crypto investment/romance transnational crimes. Includes link to possibly help trace digital money. Bimonthly online meeting forum for those victimized and helpers. https://www.operationshamrock.org/

- Includes reporting form to request 'tracing' of crypto funds.
- https://www.operationshamrock.org/reporting-basics

VictimConnect Resource Center, through the National Center for Victims of Crime, is a 24-hour anonymous and confidential hotline where victims of any crime can receive support, information and referral options confidentially. Call or text 855-484-2846 https://victimsofcrime.org/

Advocating Against Romance Scammers Comprehensive support, education and advocacy initiatives, including resources for those victimized. https://advocatingforu.com/

Better Business Bureau Scam Recovery Toolkit
https://scamsurvivaltoolkit.bbbmarketplacetrust.org/

National Suicide and Crisis Lifeline Dial or text to '988' or 1-800-273-8255 https://988lifeline.org/

Legal Resources:

Scam Justice Legal Clinic: SJLC provides free consultations with an attorney to empower victims by helping them understand their legal options, document their cases, and take proactive steps to protect themselves

- https://www.dwt.com/about/pro-bono/scam-justice-legal-clinic
- To request services, email ScamJustice@dwt.com.

National Association of Consumer Advocates (NACA) To find a consumer law attorney who specializes in various consumer rights/fraud victimization https://www.consumeradvocates.org/findanattorney/

National Consumer Law Center (Resources for Finding Attorneys) https://www.nclc.org/

- Provides list of resources/attorney options, including finding legal aid offices, a consumer attorney, a consumer bankruptcy attorney, affordable or pro-bono attorneys, and your state utility consumer advocate.