

Scams and Fraud Targeting Seniors



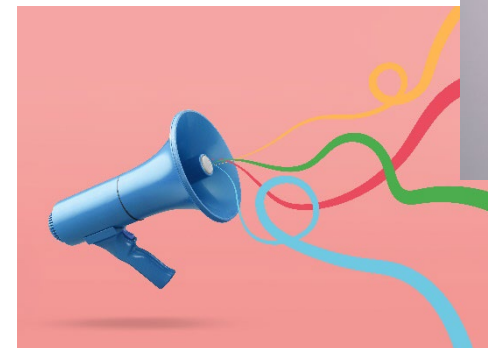
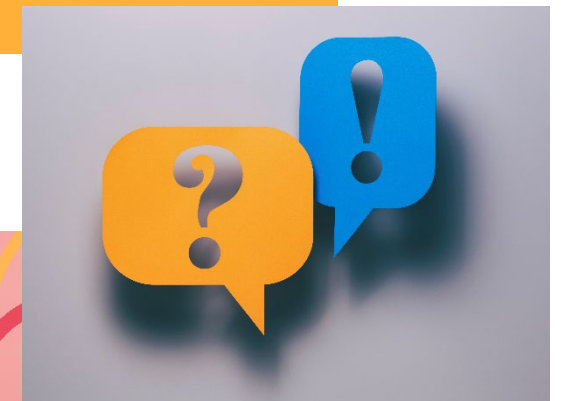
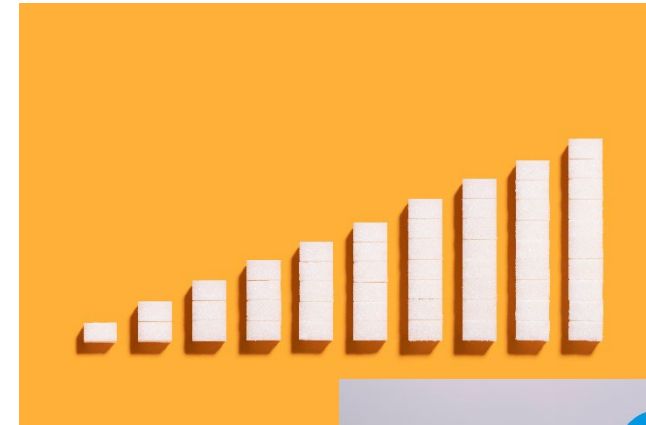
Presenter Name

PRESENTER ORGANIZATION

Overview

Topics to be covered.

- Scam statistics and data
- Why seniors are targeted
- Common scams
- Prevention tips and red flags
- Reporting scams and how DATCP can help



Scam Statistics

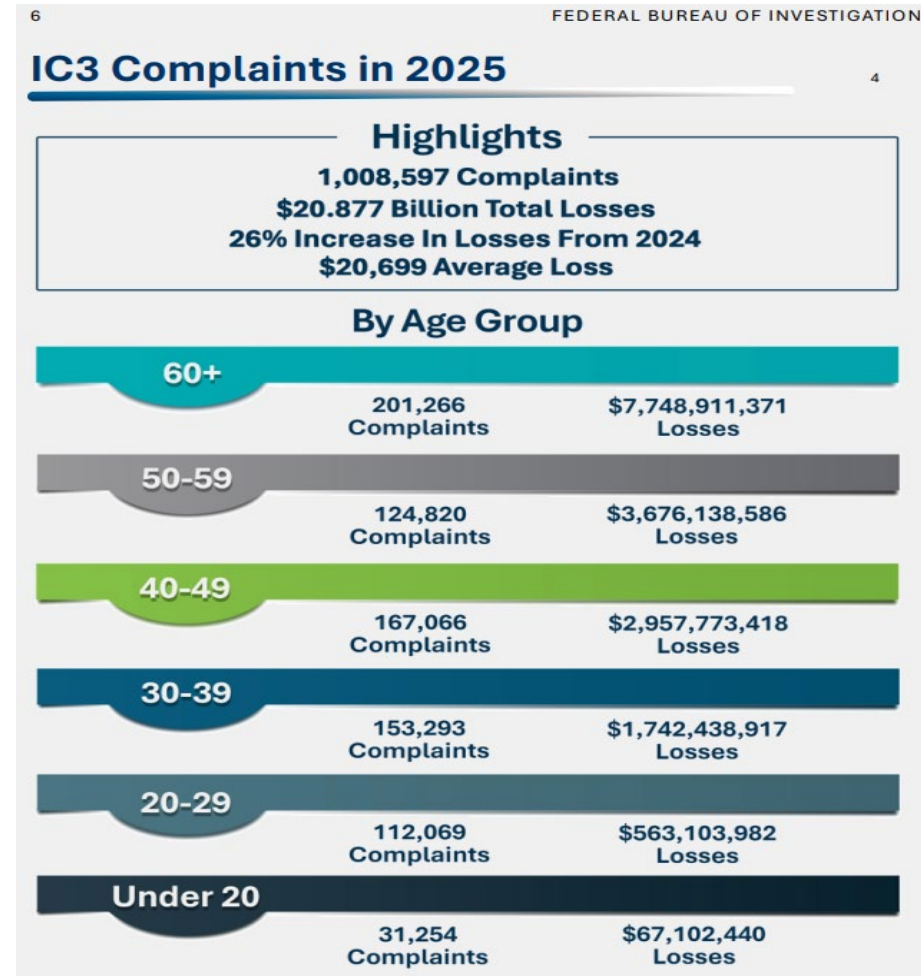
70% of adults worldwide encountered a scam in 2025

Estimated that only 30% of victims report being scammed

Adults 60+ accounted for 37% of total losses in 2025

* *FBI 2025 Internet Crime Report*

* *2024 Global Anti-Scam Alliance Report*



Scam Statistics

IC3 Elder Fraud – Complaints filed by Individuals 60+

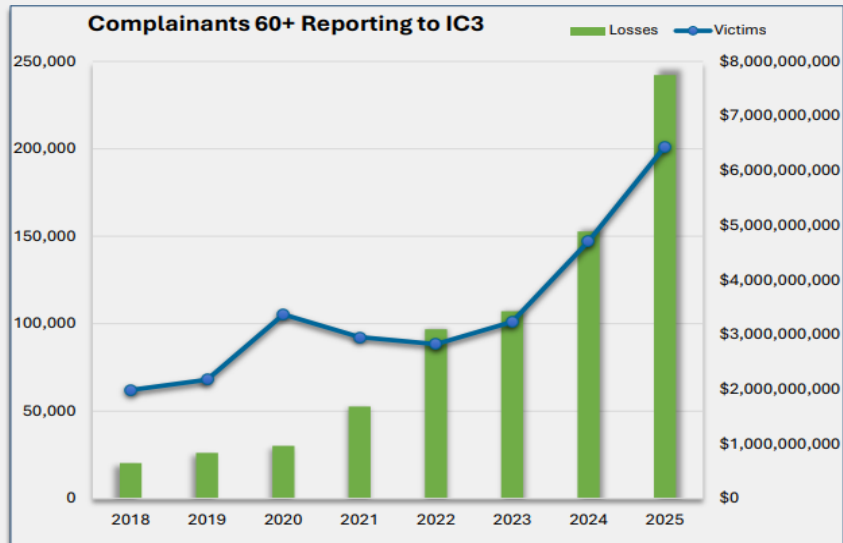
Highlights

201,266 Complaints
 ↑ 37% FROM 2024

\$7.748 Billion in Losses
 ↑ 59% FROM 2024

\$38,500 Average Loss

12,444 Complainants Lost > \$100K

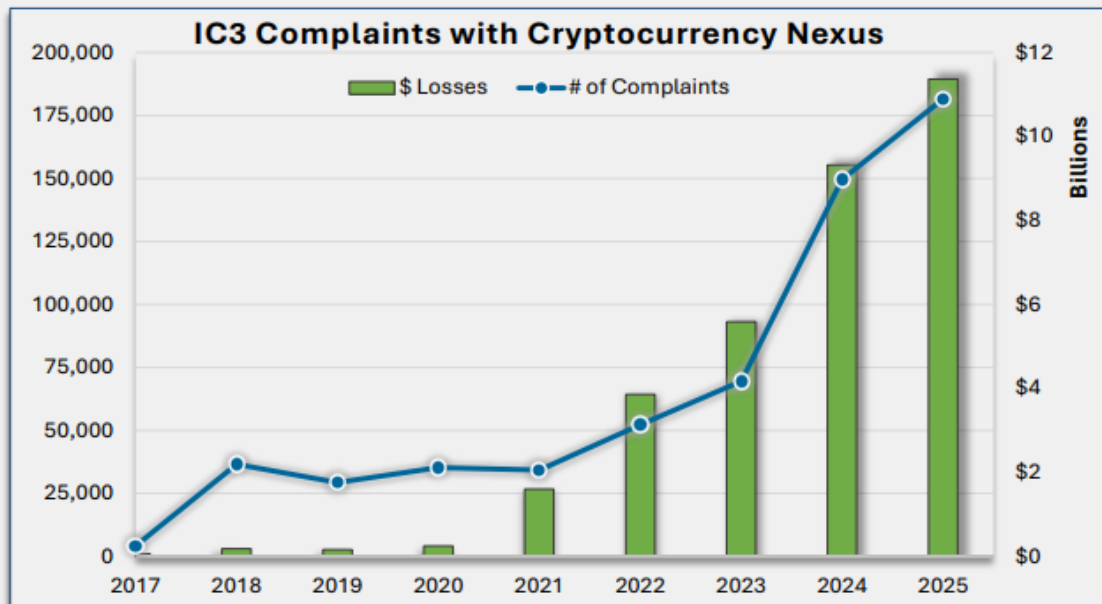
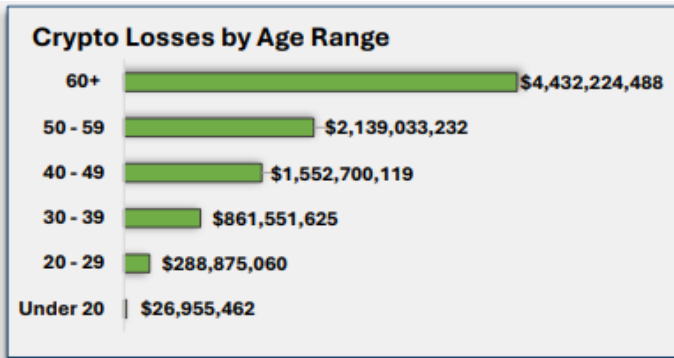
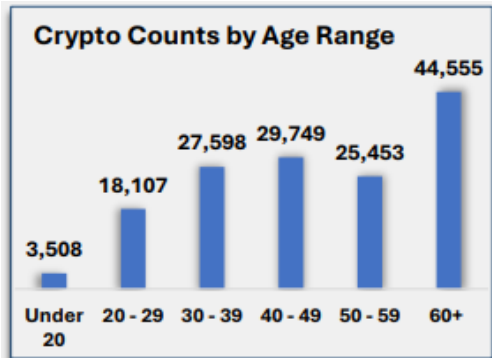


Complainants 60+ Losses	
Crime Type	Loss
Investment	\$3,519,296,354
Tech/Customer Support	\$1,040,730,043
Confidence/Romance	\$584,032,745
Business Email Compromise	\$568,048,472
Government Impersonation	\$413,206,251
Personal Data Breach	\$324,470,413
Other	\$153,412,996
Lottery/Sweepstakes/Inheritance	\$136,328,519
Descriptors	
Cryptocurrency	\$4,347,081,557
AI Related	\$352,496,231

* FBI 2025
 Internet
 Crime Report



2025 Cryptocurrency Data



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Adults 60+ lost more money via cryptocurrency than any other age group.

Source: 2025 IC3 Annual Report



Scam Statistics

Big losses follow scams that start with a call or on social media.

Phone calls:
Highest **per person**
reported losses



\$1,500
median loss

Social media:
Highest **overall**
reported losses



\$1.9 billion
total lost

Email:
Highest overall
number of reports



372,000
reports

* *FTC 2024 Data Book*



Why Seniors Are Targeted

- More money in savings
- Less familiar with latest technologies
- Possible isolation from friends, family, community
- Kindness to and willingness to connect with strangers and authorities
- For some: Confusion from medication or medical conditions



Scam Trends: Phone



Don't trust Caller ID (Spoofing)

Robocalls

- Don't press any buttons
- Do not say "yes"

Incoming phone calls = Unknown caller



Government Imposter Scams



Social Security

- Change in benefits

IRS

- Unpaid taxes
- Threaten intercept

Law Enforcement/FBI

- Warrant for arrest
- Demand payment for fines



Social Security Administration

Date: December 26, 2023

Case ID: SSA9903-330U

SUBJECT: Suspension of SSN due to Criminal Activities

Attention,

Due to fraudulent activities, your Social Security Number (SSN) will be suspended within the next 24 hours.

We are writing to inform you that your Social Security Number is being suspended due to the FTC's discovery of unlawful activities in Texas involving your identity.

Your case has been referred to the Department of Justice for prosecution under the Criminal Code Act 1950 and other Texas criminal offenses, including the Proceeds of Crime Act 2002 for:

1. Count 1 (Drug Trafficking) Act 258 Section D
2. Count 2 (Money Laundering) *** Act of 1986
3. Count 3 (Theft by Deception) Texas Supreme Court Coe conduct 1986

A legal complaint has been filed against you as of today. In accordance with our standard operating procedures, law enforcement agencies have uncovered 25 bank accounts opened with your Social Security Number to perpetrate a \$14 million fraud. In the entire state of New Mexico, these accounts were used for unlawful activities such as money laundering, narcotics trafficking, and Internal Revenue Service (IRS) fraud.

The department attempted to deliver legal documents to your most recent known address, but US Marshals who made a visit discovered the house deserted.

If you have received this email, it implies that we have exhausted all other means of contacting you; if you are innocent of the allegations, please contact the OIG at the number shown below.

To plead yourself, you can contact the Office of Inspector General (Social Security Administration) at +1 (888) 233-8593

Ken Paxton



Transcription Beta

"This call is from the Department of Social Security administration the reason you have _____ call from our department is to inform you that we just suspend your Social Security number because we found some suspicious activity so if you want to know about this case just press one thank you..."

Was this transcription [useful](#) or [not useful](#)?



0:00

Call Back

-0:22

Delete



Medicare Imposter Scams

The "New Plastic Card" Scam

"Free" Medical Equipment

Hospice Enrollment Fraud

The "Refund" or "Rebate" Scam

Medicare Advantage "Switching" Scam



Utility Imposter Scams



Water, Gas, Electric, Telecommunications:

- Threaten to cut off service
 - “Crew is on the way”
- Ask victim to “verify” account information
 - Personal info
 - Payment/Banking info
- Rebate or discount promotion

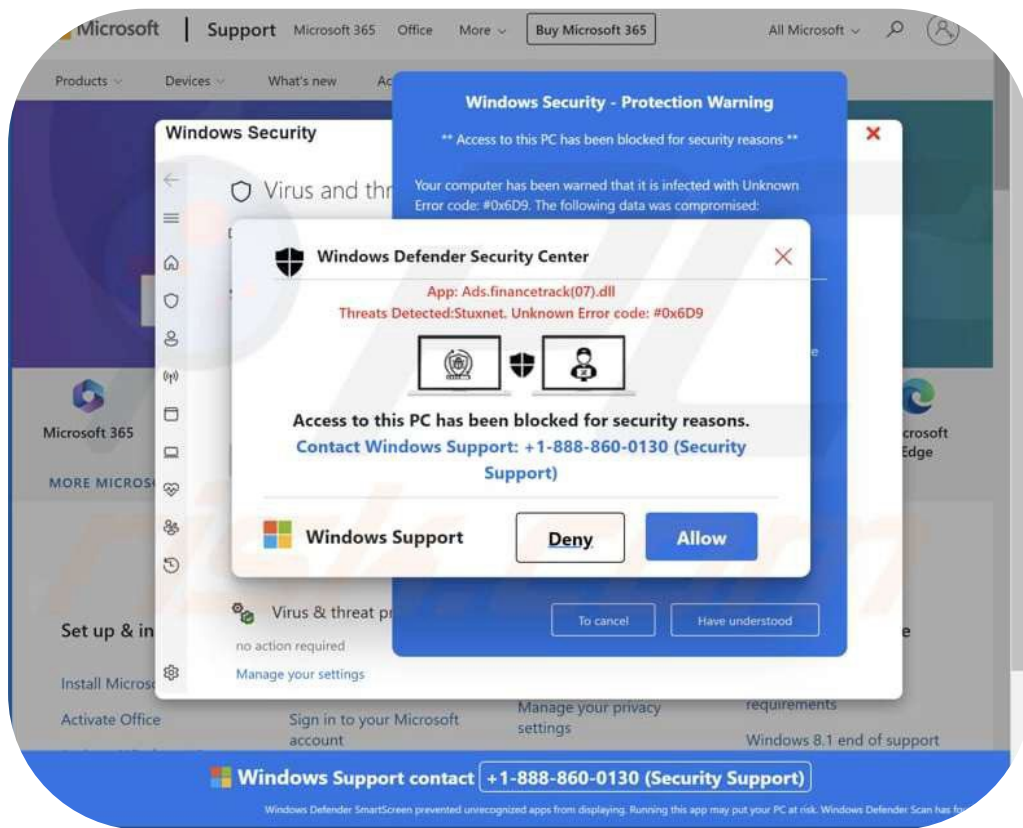


Tech Support Scam



Starts with a phone call or pop-up window

- Computer is infected with a virus, call this 1-800-number
- Request remote access to victim's computer
- Install malware, ransomware, etc.
- May access online banking to transfer money from one account to another
- Talk victim into withdrawing money



Romance / Relationship / Sweetheart Scams

- Can start through texting, social media, online gaming, dating sites, etc.
- Profess their love for you early in the “relationship”
- Refuse to meet face to face
 - Travel expenses needed to meet
 - Serving overseas in military
- Encounter major problem, needs money
 - Medical/family emergency



Lottery, Contest, and Sweepstakes Scams



- Film crew, giant check, and brand-new car arriving tomorrow
- Request payment prior to prize
 - Shipping
 - Taxes
 - Processing fees
- Illegal to play foreign lotteries



Grandparent Scam

- Grandchild has been arrested or involved in a crash
 - “Crash” may involve a broken nose, why?
- May use A.I. to mimic a grandchild’s voice
- Trick you into saying a name
- Get information from social media
- Keep it a secret and don’t tell anyone
- May impersonate law enforcement or lawyer
- Family password



Investment Scams



- Cryptocurrency and AI Investment Schemes
- Gold and Precious Metal Scams
- “Free Lunch” Seminars and “Senior Specialists”
- Rug Pulls
- Pump and Dump Schemes
- Real Estate



State of Wisconsin

Department of Financial Institutions



Reverse Mortgage Scams



- Contractor and Vendor Fraud
- Foreclosure Rescue Scams
- Flipping and Equity Theft
- Investment and Annuity Scams
- Red flags
 - Requests to skip required counseling
 - Upfront fees
 - Claims of “free money”



How to Avoid Being Scammed

Remember the federal government won't call you. They'll send a letter.

Avoid urgent, intimidating, and threatening messages.

Don't trust anyone who wants you to lie or keep something a secret from family and friends.

Don't trust an online romance who refuses to meet or video call.

Never give remote access to your computer.



How to Avoid Being Scammed (cont.)

Never pay to claim a prize.

Never click links in unknown or unsolicited texts and emails.

Only give to charities you contact directly.

Never follow investing advice from someone you met online.

Be cautious of A.I. impersonating loved ones.

Only trust phone numbers listed on your bills and on the back of the cards in your wallet.



Deceptive Payment Methods (Red Flags)

- Cryptocurrency / Bitcoin kiosks – ATMs
- Gift cards
- Prepaid Visa / MC cards
- Wiring money
- Mailing cash
- Courier pickup at your residence



If You Sent Money, Report it ASAP!

Cryptocurrency:

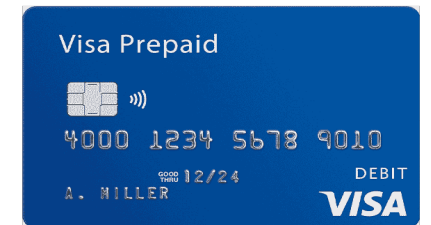
- Contact the FBI at www.ic3.gov.
- File complaint with kiosk vendor and WI DOJ, WI DFI, or law enforcement within 30 days.

Gift Cards/Prepaid Visa or MC:

- Contact the card issuer (e.g., Apple, Amazon, Visa) to freeze the funds.

Wiring Money:

- Contact Western Union or MoneyGram.



If You Sent Money, Report it ASAP!

Bank Transaction:

- Contact your Bank/Credit Union to stop/reverse the transaction.



Through the Mail:

- Contact USPS, FedEx, UPS to stop the shipment.



Gold / In-Person:

- Contact 911 / local law enforcement.



Don't be ashamed to ask for help and encourage others to file a complaint.



Filing a Complaint With DATCP

- Consumers have several options to submit a complaint:
 - File online at ConsumerProtection.wi.gov.
 - Download the form on DATCP's website.
 - Contact DATCP's Consumer Protection Hotline and have a complaint mailed to you.
- Completed complaints and copies of relevant documents should be mailed to:
 - DATCP Bureau of Consumer Protection
 - PO Box 8911
 - Madison, WI 53708-8911
- Hotline staff can schedule onsite appointments to assist with submitting a complaint.
- Video tutorials on DATCP's website explain how to submit a complaint and what to expect afterwards.



Learn More About DATCP



Linked In 



Facebook 



Instagram 



X (Twitter) 



Consumer Protection

REQUEST A PRESENTATION @ DATCP.WI.GOV

- General Consumer Protection
- Safe Online Shopping
- Consumer Protection for Young Adults
- Children's Online Awareness
- Common Scams & Fraud
- Identity Theft & Privacy Protection
- Scams & Fraud Targeting Small Businesses
- Privacy & Security for Businesses
- Landlord & Tenant - Rights & Responsibilities
- Home Improvement Contracts
- Motor Vehicle Repair



Thank you!



Presenter Name

Title

Organization Contact Information

ORGANIZATION NAME