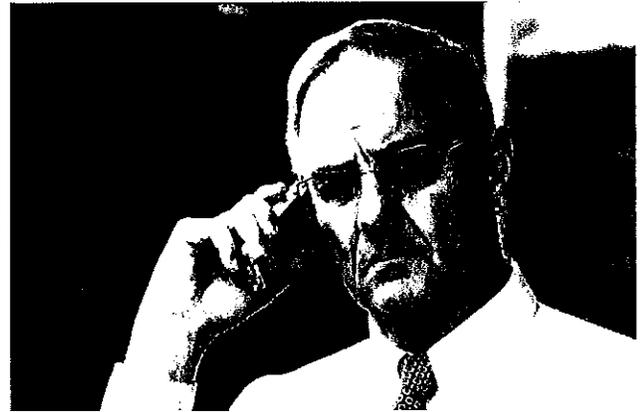




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# SCAMS & FRAUD

PROTECT YOURSELF - DON'T BE A TARGET



NC Attorney General Roy Cooper

**STAY SMART AND STAY SAFE!**

We all need to keep up our guard against crooks and con artists. This booklet lists many of the scamming techniques being used against North Carolinians. Please use it to educate yourself and your loved ones about these threats to financial security and peace of mind.

While most of the scams and frauds in this booklet can be used against any consumer, many of them target **seniors**. Criminals try to take advantage of seniors' trusting nature, faltering memory, or financial status. Seniors are hit by scammers harder, and more often, than other consumers.

Recently, a number of seniors have been victimized by the "Grandma/Grandpa, It's Me" scam. In this scam, seniors are conned into sending money to callers posing as their grandchildren. The call comes from overseas or out of state, and the caller claims to be in the hospital or in jail.

My office is also getting many reports of sweetheart scams, where con artists use the promise of romance to trick victims into giving them money. Traditionally these scams have taken place face-to-face, but with the rise of the Internet they are now also conducted online. Either way, "Sweetheart" scams result in serious financial damage and emotional pain to the victim.

Regardless of our age, we can fall prey to cons and scams. Here are some basic rules that can help protect all consumers:

- \* **Protect your numbers.** Never give your Social Security number, credit card or bank account number to a person who contacts you by phone or email.
- \* **Don't pay money up front** to get a loan, collect a prize, or for debt settlement, credit repair or foreclosure help. It's illegal to require such a payment. (And if someone says you've won a lottery or sweepstakes that you don't recall entering, they're trying to scam you!)
- \* **Don't deposit a check** and then agree to wire money to someone. The check is phony, and the money you send will come out of your own account
- \* **Be wary of door-to-door contractors** and others offering home repair services.
- \* **Avoid get-rich-quick schemes.** Beware of offers that sound too good to be true, or promise huge rewards with little or no risk.

To get more consumer tips, find out about the latest scams, or report a potential scam, visit our website at [www.ncdoj.gov](http://www.ncdoj.gov) or call us toll-free in North Carolina at 1-877-5-NO-SCAM. You can also sign up online to get email alerts from us on fraud and other public safety issues or follow us on Facebook.

Attorney General Roy Cooper  
October, 2011

## **SCAMS AND FRAUDS TARGETING SENIORS & OTHER CONSUMERS**

### **Table of Contents**

Part 1	Telephone Fraud
Part 2	Scams: Sweepstakes, Sweethearts, and More
Part 3	Predatory Lending Practices
Part 4	Other Troublesome or Deceptive Business Practices
Part 5	Door-to-door Home Repair Fraud
Index	

### **Request a Presentation**

The North Carolina Attorney General's Office can provide presentations about scams and identity theft to groups of consumers.

For more information or to schedule a presentation for your group, contact the Victims and Citizens Services Section of the North Carolina Attorney General's Office at 919-716-6783 or [outreach@ncdoj.gov](mailto:outreach@ncdoj.gov)

### **About this Booklet**

Telemarketing information in this booklet provided by NC Attorney General Roy Cooper's Telemarketing Fraud Prevention Project, US Dept. of Justice Grant # BJA 1999-LS-VX-0004, and Grant # 2003-DD-BX-0318, NC Governor's Crime Commission Grant # 170-1-06-041-AV-525

Thanks to Assistant Attorney General David Kirkman of the Consumer Protection Division for his ongoing work to catalogue and fight scams against seniors and other consumers.

## Part 1 – Telephone Fraud

### **SURPRISE PRIZE CHECK SCAM**

Unannounced and via overnight courier, you receive a check for \$500,000 drawn on the account of a major corporation. It comes with a cover letter stating that you have won a major prize in an overseas contest. The letter says you should deposit the check immediately. Your bank may initially indicate that the check appears to be drawn on a valid account. Later that day, you receive a call from the scammers informing you that taxes were not deducted from the check, and a stop payment order will have to be placed unless \$10,000 to \$30,000 is wired immediately. Days after you wire the money out of the country, your bank informs you that the prize check was counterfeit.

### **COUNTERFEIT CHECKS FROM PHONY LOTTERY & SWEEPSTAKES COMPANIES**

You receive a check for \$2,000 to \$5,000 that appears to be from an International Lottery... Then you receive a phone call from overseas saying that you have won a million dollar lottery or sweepstakes prize in Canada, Australia or some other country. The scammer tells you that the check was sent to cover fees, taxes or insurance on the award. You are instructed to deposit the check and then wire the money to pay those fees. Ultimately your bank determines that the check is counterfeit, but you have already wired money to the overseas scammers—money that came out of your own funds.

A common variation of this scam involves a counterfeit check and a cover letter announcing that you have won an award. The letter provides a toll-free number and invites you to call for further instructions. When you call, the scam proceeds as described above: you are instructed to deposit the check and then wire the money to cover fees, insurance and taxes on the award. But the check is counterfeit and the scammer keeps the money that you send. *For more on check scams, see page 11.*

### **INTERNATIONAL LOTTERIES**

A caller offers to enroll you in the best overseas lottery opportunity each week. As a convenience to you, the caller proposes to charge the cost of this service to your credit card or checking account. You are typically charged \$10 to \$100 a week for months. Occasionally, the scammer may offer a special opportunity on a sure bet lottery package for \$5,000 – 10,000. The scammer will pay out small sums in “winnings” from time to time to keep you interested, but the scammer is not really enrolling you in any lotteries.

## Part 1 – Telephone Fraud

### **CALIFORNIA SWEEPSTAKES\***

A caller says that you have won a sweepstakes in California and requests your bank account numbers to ensure payment of California taxes on the award before you can receive it. Your bank account is debited \$200 to \$400 the following day. Unauthorized debits may occur several more times during the following weeks.

### **“GRANDMA/GRANDPA, IT’S ME!”\***

A young caller begins their conversation, “Grandma (or Grandpa), it’s me! Don’t you know who this is?” If you volunteer the name of a grandchild, the caller adopts that name and then pretends to need assistance. The caller begs “please don’t tell my parents” because they say they’ve been arrested, hospitalized, had a car wreck or gotten in trouble. The fake grandchild then sends a friend to your home to pick up cash or a check or asks you to wire them money. Losses can range from \$200 to \$20,000. If you wire money, another scammer may call pretending to be a jailer or attorney, requesting more money for bail or fines. Recent victims of this scam have stated that the callers knew detailed information about their grandchildren or other family members, information possibly shared by family members on websites such as Facebook.

### **CREDIT CARD OR IDENTITY THEFT INSURANCE**

A caller claims to be able to protect you from identity theft and from thieves who might steal your credit card numbers using the Internet. The caller warns that thieves will run up hundreds of thousands of dollars in debts in your name, and that you will be liable unless you purchase protection for \$200-\$600. In fact, federal law already protects you from liability for such theft and for misuse of your credit card numbers.

### **GUARANTEED GOVERNMENT GRANTS**

A caller says you appear to be qualified for a free, guaranteed government grant because of your age, employment status, or where you live. The caller asks a few questions, such as, “Have you ever been delinquent on your taxes or been convicted of a felony?” When you say “no” the caller says you definitely will receive the grant. The caller then requests your bank account information in order to deposit the grant money. But instead of putting money in, the scammer withdraws money and you don’t receive any grants. Victims often lose several hundred dollars. Another version of this scam lures you into paying thousands of dollars for help applying for grants.

*\*Scam that particularly targets seniors.*

## Part 1 – Telephone Fraud

### RECOVERED ASSETS

You receive a postcard informing you that money or property belonging to you has been located. The postcard urges you to call a toll-free number for further details. When you call, you are asked to provide financial information including your checking account number, Social Security number, and your mother's maiden name in order to have the money or property released. If you provide the information your checking account will be electronically debited, sometimes repeatedly, and you may also become a victim of identity theft.

### MEDICARE DISCOUNT DRUG CARDS\*

A caller offers you a Medicare drug discount card with tremendous benefits. You are asked to give your banking account numbers so your account can be debited to pay for the discount card. But you receive a card that is not honored by pharmacies in your community, or you receive nothing at all. Meanwhile, the scammer withdraws funds from your checking account for items or services you didn't order.

### PUBLIC HEALTH DEPARTMENT – HEALTH CARE VOUCHER CALLS

You receive a call from someone who says they are a state or local public health official. These callers, who are often persistent and aggressive, claim that they can provide you with special health care vouchers. They request your Social Security number and personal financial information including bank account numbers, and then debit your bank account. If you refuse to provide your information, you may be subjected to abusive comments and repeated calls. This scam usually targets low income citizens.

### PHONY BANK SECURITY OFFICER

*Follow-up to the two preceding scams:* You receive a call from someone who claims to be with your bank. The caller, a partner of the original scammer, mentions the fraudulent charges previously made against your account. After discussing the charges for a few minutes to establish their credibility, the caller requests your bank account number "in order to return the improperly debited funds." The caller then tape records you reciting your account number, and uses the tape to make additional electronic debits, usually of \$200 to \$400.

*\*Scam that particularly targets seniors.*

## Part 1 – Telephone Fraud

### **“COLLECT CALL FROM THE PRIZE PATROL!” –LOUIS WHITEHEAD, SWEEPSTAKES OFFICIAL**

A well-spoken fraud artist calls you, claiming to represent the company whose sweepstakes commercials are currently airing on TV. He says that you have won but the “prize patrol” will drive past your house and award the prize to someone else unless you send funds (usually \$600 to \$6,000) to cover taxes on the prize. He uses the name Louis Whitehead, and calls are made from pay phones in or near the Atlanta Airport. Calls from Mr. Whitehead often begin, “Collect Call from the Prize Patrol...”

### **PHONY GOVERNMENT OFFICIAL**

A caller claiming to be with the Federal Trade Commission says you have won millions of dollars in a major international sweepstakes. You must wire \$2,000 or more to a Lloyd’s of London office overseas to insure the award.

Callers may also claim to be with the Social Security Administration. These scammers report that there is a problem with your Social Security records, or claim that you are entitled to additional Medicare benefits. They will ask for your personal banking information, with the goal of withdrawing funds from your account.

Other callers claim to be voter registration officials. These phony officials warn that your voter registration records are not in order and need to be corrected prior to the next election. Using this pretext, they ask for your personal information including your Social Security number.

### **BRITISH BOND SCAM**

A caller says that you have won a life-interest in a bond issued by a British bank. Monthly income generated by the bond will come to \$2,000 to \$3,000, and the bond will be registered in Canada so that it cannot be taxed in the US. You must wire \$2,500 to have it registered in your name.

### **MONTREAL BARRISTER/CANADIAN LOTTERY SCAM**

You receive a call from someone who claims to be an official with the Canadian Lottery, or a barrister (attorney) representing the lottery. He says that you have won second place prize in a large sweepstakes, \$300,000 to \$500,000, and that you must forward \$30,000 to cover Canadian taxes before the prize can be released from the company’s escrow or attorney trust account. If you pay you will get a second call informing you that you have actually won first place and need to send even more money.

## Part 1 – Telephone Fraud

### **TERRORISM AND MONEY LAUNDERING FEES**

Victims of scams who have sent money overseas to collect a prize often receive a follow-up call from a different scammer. The caller pretends to be an FBI, IRS, or Department of Homeland Security agent. They say that your entire prize award has been impounded and will be forfeited to the US Treasury unless the funds are traced and audited to ensure that they do not involve organized crime or terrorism. To collect your prize, you must pay for the trace and audit by wiring several thousand dollars.

### **PHONY CUSTOMS OFFICER**

A caller claims your sweepstakes prize is in his customs warehouse. You must wire \$10,000 to \$30,000 to a “bonded customs agent” to cover customs duties before your prize can be released.

### **PHONY IRS AGENT**

Follow-up to the preceding scam: After you send your payment to the phony customs agent, you receive a call from someone who claims to be an IRS agent in a nearby city. The caller says U.S. income taxes are owed on your sweepstakes prize and it will be returned if the taxes aren't paid. Caller ID information may indicate that they are calling from the IRS, but the scammers are actually calling from overseas using Voice Over Internet Protocol (VOIP) calling technologies to which can be used to fake the Caller ID number. They instruct you to wire several thousand dollars to pay the taxes.

### **“YOUR PHONE/POWER/GAS SERVICE WILL BE DISCONNECTED”**

You receive a call from someone who claims to be a representative of a utility company. The caller says that your payments are past-due and that your service will be disconnected if you don't pay immediately. After obtaining your bank account number or credit card number, the scammer makes withdrawals from your account. In some variations of this scam, you are asked to wire money to a distant city in order to avoid interruption of service.

### **GO BACK TO WESTERN UNION/MONEYGRAM**

Follow-up to many of the scams listed previously: A caller will claim that the payment you recently made (for a phony utility bill, etc.) was never received. The caller will say “Send your payment again. The company will issue a refund for the first attempt when you show them the letter I am sending to you.” Another variation involves a follow-up call in which the scammer, who received your money the day before, claims, “The prize you paid taxes on yesterday was a second place prize, but we now realize that you came in first place! Please send us a second wire payment in the same amount as yesterday to cover the taxes on the first place award, which is much larger.”

## Part 1 – Telephone Fraud

### FUNDS RECOVERY SCAM

Follow-up to many of the scams listed previously: A caller says your earlier payments and winnings have been seized from a crooked sweepstakes company pursuant to a court order. The caller claims to be an attorney or court appointed receiver. He says you can still receive your winnings if you pay taxes again, and/or his attorney's retainer fee, usually \$10,000 to \$30,000.

### WAL-MART STORE VOUCHER SCAM

You receive a call from someone claiming to represent Wal-Mart or some other major retailer. The caller says you have been selected to receive special store vouchers worth \$495 as part of a nationwide promotion, and requests a bank account number so \$4.95 can be withdrawn from your checking account to cover the costs of delivering the voucher. If you provide the number, your checking account will be electronically debited in the amount of \$495, sometimes more than once. You never receive a voucher.

### ABUSIVE BILL COLLECTOR

A caller claims that you owe a large debt and threatens to file embarrassing lawsuits against you or prosecute you criminally. The phony bill collector may claim to be a law enforcement officer or government official, may threaten to come to your home or place of employment, or may even threaten you with arrest or physical harm. Their goal is to harass you until you relent and pay the amount demanded.

### DEATH THREATS\*

Follow-up to many of the scams listed previously: After you've been scammed, a caller demands more money. If you refuse, the scammer may call back and threaten to kill you, or harm you or one of your loved ones. The caller is usually based overseas and has no intention or ability to physically harm you.

### PHONY TIMESHARE RESELLER

You receive a call from someone who claims to have a buyer for your timeshare property. The caller may even guarantee that the sale will go through. After obtaining authorization to debit your credit card or bank account for hundreds or perhaps thousands of dollars, the scammers send a contract. But the fine print says the timeshare will merely be advertised for sale. *For more on timeshares, see page 18.*

*\*Scam that particularly targets seniors.*

## Part 2 – Scams: Sweepstakes, Sweethearts, and More

### IDENTITY THEFT

You learn that someone has made purchases using your credit card, or has been issued new credit in your name. You discover that a thief masquerading as you has sold your home or vehicle and pocketed the money. You find out that someone has used your health care benefits and then stuck you with their bills.

Identity theft is the fastest growing scam in the U.S. and has been the leading consumer complaint to the Federal Trade Commission for the past several years. Many of the scams and frauds listed in this document are designed to acquire your credit and checking account numbers, to make it easier to commit identity theft. Identity thieves especially target seniors because they often have substantial savings and little debt.

To protect against identity theft, always check your bills and account statements carefully for unusual charges and activities. Contact your bank or creditor immediately if you notice anything suspicious. Check your credit report annually by visiting [www.annualcreditreport.com](http://www.annualcreditreport.com). Each of the three national credit reporting services must provide you with a free copy of your credit report once per year upon request. You should also consider freezing your credit.

Victims should contact the North Carolina Attorney General's Office (1-877-566-7226) or the Federal Trade Commission (1-877-ID THEFT) for an Identity Theft Victim Kit, and file a police report with a local law enforcement agency. For more information about identity theft and credit freezes, visit [www.ncdoj.gov](http://www.ncdoj.gov).

### **SWEEPSTAKES MAILINGS – “YOU MAY ALREADY BE A WINNER!”\***

You receive mailings from sweepstakes companies that lead you to believe that you must purchase their products in order to qualify for a prize. The mailing may also imply that you have a greater chance of winning if you buy more products. As a result you spend thousands of dollars, repeatedly purchasing the same products or magazine subscriptions, in hopes of winning the multi-million dollar prize. By law, sweepstakes cannot require you to make a purchase in order to enter, and making a purchase does not increase your chances of winning.

Sweepstakes companies have earned a reputation for being misleading, and for creating false impressions about the need to purchase their products. They reinforce these false impressions with skillfully worded mailings and expensive TV ad campaigns showing happy winners. Some companies have even been accused of identifying and targeting specific vulnerable individuals. The companies give these individuals the impression that the contest is down to them and only a few other contestants, in order to get them to make even more purchases. Again, making a purchase does not increase your odds of winning.

*\*Scam that particularly targets seniors.*

## Part 2 – Scams: Sweepstakes, Sweethearts, and More

### **CHECK PROCESSING & CHECK OVERPAYMENT SCAMS**

You receive a letter, telephone call, or email from someone who claims that they have received a check for several thousand dollars that they cannot cash in their own country. In this variation of the overseas money transfer scam and the sweepstakes scam, the scammer asks for your help cashing the check. The scammer endorses the check and sends it to you, asking you to deposit it and keep 20 percent while sending them the other 80 percent. The check appears to be from a U.S. car dealership, computer company or some other legitimate business, and it bears a valid account number for that business. Days after your money is wired overseas, your bank reports that the check is counterfeit and will not be honored.

### **OVERSEAS MONEY TRANSFERS (“NIGERIAN SCAMS”)**

Via fax, email, or regular mail, you receive an impassioned plea from someone who claims to live in Nigeria or another developing country. They may present themselves as a former high government official, or perhaps a relative of a former dictator. They claim to need to transfer several million dollars into the U.S. and offer to pay you a 25 percent commission to use your account to make the transfer. The person requests absolute secrecy, and suggests the funds may not have been obtained legitimately. They may also ask for several thousand dollars, supposedly to bribe a foreign government official who is blocking transfer of the millions into your account. In recent variations of this old scam, the fax, email or letter will claim that the smuggled money is intended for orphans or a religious ministry. These are ploys to acquire your bank account number and then drain the account of funds.

### **“YOUR DISTANT RELATIVE HAS DIED IN OUR COUNTRY”**

In this variation of the overseas money transfer scam, you receive a message from someone who claims that you are the sole heir of a distant relative who died in a foreign country and left an estate worth millions of dollars. The estate needs to be wrapped up quickly or it will be forfeited to the government. You are asked to wire funds to help pay for some aspect of the transaction (taxes, insurance, estate administration costs, money to bribe crooked officials, etc.). After each payment the scammer comes up with another reason for you to send more money.

## Part 2 – Scams: Sweepstakes, Sweethearts, and More

### **HEALTH-RELATED FRAUDS AND SCAMS\***

You learn of a product or service that claims to provide relief for your illness or chronic medical condition. It comes with a money-back guarantee, which helps convince you to try it. But the guarantee usually requires you to try the product or service for at least four months, and by then the company that sold it to you has disappeared. You can sometimes get a refund through your credit card company when you are dissatisfied with a purchase, but in most credit cards will not grant a refund after four months.

### **MEDICAL INSURANCE “GAP” POLICIES\***

You are already well-served by a combination of Medicare, Medicaid, retirement health plans or other insurance, but you are convinced to enroll in an additional health insurance plan that supposedly covers only items and charges not covered by the other policies. This costly “gap” insurance comes with several limitations, deductibles, and exclusions which makes it of little value to you.

### **FREE PRESCRIPTION MEDS\***

You receive letters or other messages claiming you can obtain “all your prescription medicines for free, guaranteed!” After paying a fee you receive application forms for pharmaceutical companies’ free prescription drug assistance programs. You could have gotten the forms directly from the companies at no cost, and admission into their drug assistance programs is not guaranteed.

### **SECRET SHOPPER SCAM**

You are invited to become a “secret shopper,” someone who gets paid for conducting business with a company and then evaluating its performance. You receive detailed instructions on how to test the Western Union or MoneyGram wire transfer system, along with a check for several thousand dollars. You are told to deposit the check into your account, wire 90 percent of the funds to a person located overseas, and then immediately fill out an online questionnaire about your experience. Days after you deposit the check and wire the funds overseas, your bank says that the check was counterfeit and that your account has been debited in the amount of the check.

*\*Scam that particularly targets seniors.*

## Part 2 – Scams: Sweepstakes, Sweethearts, and More

### **DISTRACTION THEFTS\***

Thieves knock on your door, pretending to be government officials or utility company employees. They claim to be providing low cost home renovation or energy savings projects, and they ask to enter so they can take measurements. While measuring rooms and windows they pocket valuable items or look around for larger valuables, such as antique furniture, that can be stolen while you are away. These thieves often work in pairs. One will occupy you while their partner steals items in other rooms.

### **PHONY POLICE DETECTIVES\***

In this variation on the distraction theft technique, scammers knock on your door claiming to be plainclothes police detectives. They are on the hunt for criminals or escaped prisoners, and they say the escapee mentioned your name and address to others who are now in custody. They ask permission to look around the house or apartment. While one of the phony detectives distracts you, the other steals valuables.

### **WOMAN IN DISTRESS AT THE FRONT DOOR\***

In this variation on the distraction theft technique, two women knock on your door. One says that the other is pregnant and in distress, or needs assistance of some kind. They ask to come inside and use the telephone. While one is on the telephone pretending to call for help, the other, who is feigning distress, asks to use your bathroom. Instead, she steals money, credit cards, jewelry and other small valuables. The women are members of a roving fraud group. After the telephone call, a male member of the group shows up at the curb and drives them away.

### **SWEETHEART SCAMS (FACE-TO-FACE)\***

You are befriended by someone who eventually pretends to be in love with you. If you are an elderly widow or widower, you may be targeted because you are believed to be lonely. His or her short-term goal is to secure gifts and loans, but the ultimate goal is to secure control of your estate or financial affairs. The "sweetheart" may accomplish this by convincing you to grant them power of attorney, or make them the primary beneficiary of your will. This scam is often perpetrated by a member of a traveling fraud group.

*\*Scam that particularly targets seniors.*

## Part 2 – Scams: Sweepstakes, Sweethearts, and More

### **SWEETHEART SCAMS (INTERNET AND TELEPHONE)**

You are contacted by someone (often from overseas) who has seen the personal information you posted on a social networking or dating website. The “sweetheart” uses email and phone conversations to strike up a friendship which eventually blooms into a romance. Once you are sufficiently smitten, your new love interest pretends to be in the hospital or in jail overseas and asks you to wire money to them, often repeatedly.

### **CLERGYMAN SCAMS AND OTHER SCAMS OF OPPORTUNITY\***

A member of the clergy exploits your religious belief and their position in order to gain control over your finances. Other symbols of authority including law enforcement officers have also been known to misuse their positions of trust. Often these individuals will try to get you to grant them a general power of attorney. Con artists look for signs of vulnerability and then prey on it. In one instance, a tree service man with no financial training gained control of a North Carolina woman’s property by convincing her that he could manage it profitably.

### **PROMISSORY NOTE SCAMS**

You receive an invitation to attend an investment seminar at a local restaurant or hotel. At the seminar, you are sold promissory notes as an investment. The notes are issued by obscure companies and claim to offer interest rates much higher than the returns on bonds or other investments. The notes and the interest payments are said to be secured by an insurance policy. But the notes may be for a failing company, and the insurance policy may be worthless as an investment.

### **UTILITY COMPANY CUT-OFF SCAM\***

You are contacted by an individual who presents himself as a utility company employee. The phony utility agent claims that your water, gas or electric bill is past due and that your service is about to be cut off. You can prevent disconnection by paying your bill and late charges. If the scammer is standing at your front door, he will accept cash or a check. If he has called you on the telephone, you can pay by providing your checking account or credit card number.

*\*Scam that particularly targets seniors.*

## Part 2 – Scams: Sweepstakes, Sweethearts, and More

### **WORK-AT-HOME SCAMS**

While struggling to make ends meet, you see road signs, ads, or mailings about working at home. Lured by promises of large earnings, you agree to pay several hundred dollars for materials. The work may be stuffing envelopes with mailings inviting others to make money at home, or it might involve painting or assembling simple items and then returning them for approval and payment. These schemes seldom earn you much, if any, money.

### **TIMBER HARVESTING SCAMS\***

You are approached by loggers who claim they will pay top dollar to harvest timber on your land. They promise to leave the land cleared of debris and brush, but after cutting and removing the best timber they disappear without paying. Debris and brush from the operation is left behind and the landscape has been damaged by timber harvesting equipment. In a variation on this scam, the unscrupulous loggers deduct the supposed costs of clearing debris and re-grading the soil, leaving you with a check for only a few hundred dollars.

### **ALARMING MESSAGE FROM THE BANK (PHISHING AND VISHING SCAMS)**

You receive an email that appears to be from your bank. Because of a problem with the bank's computer or security system, the email says, you need to provide important account information immediately. The email may contain a link to a web page where the account information can be entered. But the web page, which may appear legitimate, is phony. The information you provided is used to steal money from your account.

This is called a phishing scam because crooks use bait (a message that appears to come from a trusted source) to lure you into providing confidential information. Phishing scammers pose as banks or other financial institutions, insurance companies, social networking sites, online payment vendors, online auction websites, or even the Internal Revenue Service.

Another variation of this scam, called vishing (voice phishing) starts with an email or text message that asks you to call a telephone number to provide your account information. The scammers set up an automated call menu where you enter your personal bank account numbers and other financial information using your telephone.

*\*Scam that particularly targets seniors.*

## Part 3 – Predatory Lending Practices

### **PREDATORY MORTGAGE LENDING\***

An unscrupulous mortgage lender offers you a loan consolidate your debts, help your grandchildren go to college, or pay for home improvements. But the loan is a bad deal for you because it includes a high interest rate, expensive fees for unnecessary options like credit life insurance or disability insurance, brokerage commissions, “points” and origination costs.

Your loan terms may also include a balloon payment so that the entire amount of the mortgage loan is due after just a few years. At that point the lender may offer to refinance the loan, claiming this will lower payments. Instead, more fees get tacked on to the loan.

The end result is that you can quickly lose most of the equity in your home (a process known as equity stripping) while continuing to face high payments for what might have originally been a modest mortgage loan. Predatory mortgage loans are often target seniors whose home mortgages have already been paid off.

### **PAYDAY LOANS**

Finding yourself short on cash after a car repair, medical bill, or some other unexpected expense, you apply for a small, short-term cash loan called a payday loan. To receive the loan, you write the lender a personal check. Your check is held, and then cashed on your next payday. In lieu of a personal check, some payday lenders will offer to transfer money to and from your bank account electronically.

Payday loans (also called cash advances) may seem like a quick solution to your cash crunch, but they can trap you in a cycle of debt and cost you a lot more in the long run. The loan is due in full as soon as you receive your next paycheck, typically in two weeks.

If you are like most payday loan borrowers, you aren’t able to repay the loan that quickly. Instead, you get stuck taking out one loan after another without ever being able to pay them off. A payday loan of \$100 to \$500 can carry an annual interest rate of up to 680 percent. Payday lending through storefront locations has been shut down in North Carolina, but some overseas and tribal lenders continue to make payday loans over the Internet.

*\*Scam that particularly targets seniors.*

## Part 4 – Other Troublesome or Deceptive Business Practices

### **UNAUTHORIZED CREDIT CARD CHARGES AND ADD-ON'S**

After a recent credit card purchase in person or over the phone, you discover additional charges on your account. The charges could be for a credit card protection plan, a discount buying service, or a travel program. They have been placed on your account without authorization, although in some instances the merchant or telemarketer may have briefly mentioned the extra service or product. However, the charges are added without getting your clear consent. You should always dispute these charges promptly with your credit card company and the merchant.

### **“CERTIFIED SENIOR FINANCIAL ADVISOR” AND OTHER IMPRESSIVE TITLES\***

Some salespeople have official-sounding titles to give you the impression that they have been approved by a governing body or organization. Sellers of annuities, estate planning services and other products and services often adopt titles such as “Licensed Senior Financial Consultant” or “Certified Estate Planning Advisor” in order to appear more legitimate. The supposed licensing or certifying agencies often do not exist, or they are controlled by the marketers themselves.

### **ANNUITY SALES AND ESTATE PLANNING SEMINARS\***

You are invited to an estate planning seminar. While many estate planning seminars are legitimate, others are not. Deceptive seminars often hide behind names that make them sound like non-profit organizations for seniors. In reality, the people conducting the seminar want to sell you unneeded insurance policies, annuities, trust programs or investments. Their plan for your estate may result in huge commissions for them and expensive problems for you or your heirs in the future. Scare tactics are often used to encourage seniors to liquidate their holdings and invest in long-term deferred annuities, which are not appropriate investments for most people over 75 years of age.

### **PROFESSIONAL CHARITABLE SOLICITORS**

Many legitimate charities and community groups use professional fundraisers to contact you on their behalf. Unless you ask, professional solicitors do not have to tell you how much of your donation they will keep. Some telephone solicitors keep as much as 90 percent of what they raise, so feel free to ask. Instead of giving over the phone, ask them to send you written information about the charity and their fundraising operation. If you want to support a particular charity, or local school or law enforcement groups, you can contact them directly to find out the best way to do so.

*\*Scam that particularly targets seniors.*

## Part 4 – Other Troublesome or Deceptive Business Practices

### **SOUND-ALIKE CHARITIES AND LAW ENFORCEMENT GROUPS**

Some questionable charities try to deceive you by using names that are similar to well-known, legitimate charities. They often adopt names that sound like law enforcement agencies. Unscrupulous telephone solicitors like to use police-sounding names because they know people generally support law enforcement, and because some people may be intimidated by a call from someone who appears to be representing a police organization. Ask the caller to send you more information by mail so you can check out the organization before contributing to them. Again, if you want to support a particular group, such as your local police, contact them directly to find out the best way to do so.

### **TIMESHARE & CAMPGROUND MEMBERSHIPS, LAND DEVELOPMENT SCHEMES\***

Marketers often use high-pressure tactics to convince you that purchasing their time-share, campground membership or resort property share will be a good investment. However you may find that your purchase does not gain value, is difficult to use, and leads to years of expensive maintenance and membership dues. You may also discover that it cannot be sold easily, and that people who claim to have a buyer for your property are really just scammers out to steal your money. [See page 9.] Resist high-pressure sales tactics, and take home written materials to review rather than buying on the spot. If you intend to leave the property to your adult children, carefully review the materials with them before purchasing. Seniors are often targeted by these scams with claims that buying the product will benefit their children and grandchildren.

### **EXPIRING AUTO WARRANTIES**

Four or five years after buying a car, you get a letter or call saying that your existing warranty is about to expire and should be extended. These extended warranties or service contracts, which are not offered by car manufacturers, are very costly and rarely live up to expectations. Car dealers may refuse to submit claims under the extended warranty, you often have to pay a deductible for each repair, and many repairs aren't covered at all.

*\*Scam that particularly targets seniors.*

## Part 5 – Door to Door Home Repair Fraud

### **FALLING CHIMNEY\***

A contractor knocks on your door and says your chimney is separating from your house. He claims it might fall on the neighbor's house or yard, and he says he can secure it. He and his crew place a useless metal strap around the perfectly sound chimney and charge you \$800 to \$2,000 for their work.

### **"MY LEG WENT THROUGH YOUR ROOF, SIR!"\***

A man offers to clean your gutters for a small fee. Afterwards, he shows you pieces of rotten wood and claims your roof is rotting: "my leg went completely through it." He says the entire roof needs replacing and he can have a crew there in minutes to do the work. The crew comes and lays new shingles over the perfectly good roof. They demand \$7,000 to \$8,000.

### **MEALWORM SCAM\***

Adding a scam on top of a scam: The same roof repair crew may show you a bag full of worms. They claim that the worms are consuming the wood in your attic, and offer to kill the pests by spraying in the attic. In fact the critters are often mealworms commonly used to feed small pets. They spray your attic with a mixture of water, kerosene and other smelly substances. Usual charge: \$1,000 to \$3,000.

### **ATTIC BRACING SCAM\***

A different follow-up scam: The crew says repairs to the roof have weakened the rafters in your attic. They offer to brace them so the roof will not collapse. They hammer two-by-four studs between the rafters and the floor of the attic, and then charge \$100 for each of these "braces." The braces, often called "stiff knees," are unnecessary and can actually cause damage to the ceilings of rooms below during high wind or heavy snow.

### **TOILET BOWL SCAM\***

A member of a work crew asks permission to use your bathroom. He pours water on the floor around the base of the toilet, and then says the toilet has been leaking and might have rotted the wooden sub-floor. After inspecting the crawl space he says that the bathroom floor is rotten and dangerous, and must be replaced. After hanging out in the crawl space and pretending to fix the floor, they charge you several thousand dollars.

*\*Scam that particularly targets seniors.*

## Part 5 – Door to Door Home Repair Fraud

### **FLOOR JACK SCAM\***

A home repair crew chief points out that your living room floor vibrates when his largest crewman walks across it. He asks to inspect the floor from below, and emerges to announce that the floor may collapse unless it is braced with heavy jacks. The crew installs several inexpensive and unnecessary metal “screw jacks” from a hardware store, and charges \$500 for each jack installed.

### **INSPECTOR SCAM\***

After you’ve been scammed one or more times, the scammers may send someone to your home pretending to be the quality control inspector. The inspector claims all of the previous repairs were performed incorrectly. He says they need to be re-done before the local building inspector finds out and condemns the home. The fake quality control inspector promises to file a lawsuit against the scammers and help you recoup your lost money if you hire him to re-do the work.

### **DRIVEWAY PAVING SCAM\***

A paving contractor knocks on your door. He says his crew just paved another driveway in the neighborhood. He claims to have some leftover paving material and offers an excellent deal on paving your driveway. The driveway is coated with an oily substance or a very thin layer of asphalt. Not long after you pay \$3,000 - \$6,000 for your driveway, the new surface crumbles or washes away. This scam is perpetrated by roving contractors who strike an area and move on quickly.

### **“YOU HAVEN’T PAID US!”\***

Some of the same fraud artists who use the driveway paving scam will also sometimes confront you and angrily demand thousands of dollars for work they supposedly performed several months earlier. They may threaten lawsuits, property liens, or worse in order to get you to pay for work that they never actually performed. If the fraud artist perceives that you may have short-term memory problems, they might use a softer approach: “Sir, don’t you remember telling me to come back today to get paid?”

### **“YOUR HOUSE DOES NOT MEET CODE”\***

An unscrupulous home repairman tells you that your home isn’t “up to code” and recommends extensive renovations so it will not fail an inspection. In fact older homes are not required to meet contemporary building codes, and building inspectors do not make unsolicited visits to determine if existing homes meet current standards.

*\*Scam that particularly targets seniors.*

## Part 5 – Door to Door Home Repair Fraud

### **FROZEN PIPES SCAM\***

During very cold weather, a crooked home repairman claims that pipes under your home appear to be frozen. The pipes will flood and cause structural damage if they are not repaired before they thaw. The scammer pretends to repair the pipes and then collect \$1,000 or more.

*\*Scam that particularly targets seniors.*

**Part 1 – Telephone Fraud**

SURPRISE PRIZE CHECK SCAM..... 4  
COUNTERFEIT CHECKS FROM PHONY LOTTERY & SWEEPSTAKES COMPANIES..... 4  
INTERNATIONAL LOTTERIES..... 4  
CALIFORNIA SWEEPSTAKES..... 5  
"GRANDMA/GRANDPA, IT'S ME!" ..... 5  
CREDIT CARD OR IDENTITY THEFT INSURANCE ..... 5  
GUARANTEED GOVERNMENT GRANTS ..... 5  
RECOVERED ASSETS ..... 6  
MEDICARE DISCOUNT DRUG CARDS ..... 6  
PUBLIC HEALTH DEPARTMENT – HEALTH CARE VOUCHER CALLS ..... 6  
PHONY BANK SECURITY OFFICER ..... 6  
"COLLECT CALL FROM THE PRIZE PATROL!" ..... 7  
PHONY GOVERNMENT OFFICIAL..... 7  
BRITISH BOND SCAM ..... 7  
MONTREAL BARRISTER/CANADIAN LOTTERY SCAM ..... 7  
TERRORISM AND MONEY LAUNDERING FEES..... 8  
PHONY CUSTOMS OFFICER ..... 8  
PHONY IRS AGENT ..... 8  
"YOUR PHONE/POWER/GAS SERVICE WILL BE DISCONNECTED" ..... 8  
GO BACK TO WESTERN UNION/MONEYGRAM ..... 8  
FUNDS RECOVERY SCAM ..... 9  
WAL-MART STORE VOUCHER SCAM..... 9  
ABUSIVE BILL COLLECTOR..... 9  
DEATH THREATS ..... 9  
PHONY TIMESHARE RESELLER ..... 9

**Part 2 – Scams: Sweepstakes, Sweethearts and More**

IDENTITY THEFT .....10  
SWEEPSTAKES MAILINGS – "YOU MAY ALREADY BE A WINNER!" .....10  
CHECK PROCESSING & CHECK OVERPAYMENT SCAMS.....11  
OVERSEAS MONEY TRANSFERS ("NIGERIAN SCAMS").....11  
"YOUR DISTANT RELATIVE HAS DIED IN OUR COUNTRY" .....11  
HEALTH-RELATED FRAUDS AND SCAMS .....12  
MEDICAL INSURANCE "GAP" POLICIES .....12  
"FREE PRESCRIPTION MEDS" .....12  
SECRET SHOPPER SCAM .....12

DISTRACTION THEFTS .....	13
PHONY POLICE DETECTIVES .....	13
WOMAN IN DISTRESS AT THE FRONT DOOR .....	13
SWEETHEART SCAMS (FACE-TO-FACE) .....	13
SWEETHEART SCAMS (INTERNET AND TELEPHONE) .....	14
CLERGYMAN SCAMS AND OTHER SCAMS OF OPPORTUNITY .....	14
PROMISSORY NOTE SCAMS .....	14
UTILITY COMPANY CUT-OFF AGENT SCAM .....	14
WORK-AT-HOME SCAMS .....	15
TIMBER HARVESTING SCAMS .....	15
ALARMING MESSAGE FROM THE BANK (PHISHING AND VISHING SCAMS) .....	15
<b>Part 3 – Predatory Lending Practices</b>	
PREDATORY MORTGAGE LENDING .....	16
PAYDAY LOANS .....	16
<b>Part 4 – Other Troublesome or Deceptive Business Practices</b>	
UNAUTHORIZED CREDIT CARD CHARGES AND “ADD-ON’S” .....	17
“CERTIFIED SENIOR FINANCIAL ADVISOR” AND OTHER IMPRESSIVE TITLES .....	17
ANNUITY SALES AND ESTATE PLANNING SEMINARS .....	17
PROFESSIONAL CHARITABLE SOLICITORS .....	17
SOUND-ALIKE CHARITIES AND LAW ENFORCEMENT GROUPS .....	18
TIMESHARE, CAMPGROUND MEMBERSHIPS, LAND DEVELOPMENT SCHEMES .....	18
EXPIRING AUTO WARRANTIES .....	18
<b>Part 5 – Door to Door Home Repair Fraud</b>	
FALLING CHIMNEY .....	19
“MY LEG WENT THROUGH YOUR ROOF, SIR!” .....	19
MEALY WORM SCAM .....	19
ATTIC BRACING SCAM .....	19
TOILET BOWL SCAM .....	19
FLOOR JACK SCAM .....	20
INSPECTOR SCAM .....	20
DRIVEWAY PAVING SCAM .....	20
“YOU HAVEN’T PAID US!” .....	20
“YOUR HOUSE DOES NOT MEET CODE” .....	20
FROZEN PIPES SCAM .....	21