

Resources for Senior Citizens

Massachusetts Executive Office of Elder Affairs

Through the statewide elder network, the Executive Office of Elder Affairs (“Elder Affairs”) provides services locally via Aging Services Access Points (ASAP), Councils on Aging (COA) and senior centers in communities across the Commonwealth. This network reaches out to elders in need of services that include home care and caregiver support, nutrition programs, protective services, health and wellness services, housing options, SHINE counseling (Serving the Health Information Needs of Elders), or counseling services for elders with limited English proficiency.

Website: <http://www.mass.gov/elders/>

Executive Office of Elder Affairs

One Ashburton Place, 5th Floor

Boston, MA 02108

617-727-7750

800-882-2003 (MA only)

800-872-0166 (TTY)

Fax: 617-727-9368

Office hours: 8:45 a.m to 5:00 p.m

Consumer Protection for Seniors

<http://www.usa.gov/Topics/Seniors/Consumer.shtml>

AARP

AARP

601 E St. NW Washington, DC 20049

Website: <http://www.aarp.com> Email: member@aarp.org

Toll-Free nationwide: 888-OUR-AARP (888-687-2277) Toll-Free TTY: 877-434-7589 Toll-Free

Spanish: 877-MAS-DE50 (877-627-3350)

FEDERAL TRADE COMMISSION (FTC)

The FTC provides free information to help you spot and prevent fraudulent, deceptive and unfair business practices. The FTC accepts and tracks individual complaints, but does not provide direct assistance to individuals.

Federal Trade Commission

600 Pennsylvania Avenue, NW Washington, DC 20580 Phone: (877) 382-4357 Website:

<http://www.ftc.gov>

File a complaint: https://www.ftccomplaintassistant.gov/FTC_Wizard.aspx?Lang=en

MASSACHUSETTS DO NOT CALL LIST

[Massachusetts "Do Not Call" Registry](#)

To register for the Massachusetts Do Not Call list, you may call **1-866-231-2255** or go directly to the [Do Not Call Registry website](#).

NATIONAL DO NOT CALL LIST

In addition to Massachusetts' Do Not Call list, there is a national "Do Not Call" registry, enacted by the Federal Trade Commission (FTC). The National Do Not Call Registry allows you to block telemarketing calls. You can call or visit the website to add your landline and cell numbers. Your registration will be effective for five years.

To be added to the FTC's Do Not Call list, you can register online at WWW.DONOTCALL.GOV or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236) from the number you wish to register. Registration is free. It is illegal for any third party to contact you offering to add your name to the list for a fee, and the FTC has stated that it will not contact people on the Do Not Call list to verify personal information. If you receive a call from somebody claiming that they can "pre-register" you for the list, or asking to verify personal information in connection to the list, report it to the FTC at <http://www.ftc.gov> or 1-877-FTC-HELP, or call the Massachusetts Attorney General (AGO). You may [file a complaint online](#) with the AGO's Public Inquiry & Assistance Center (PIAC), or contact the PIAC hotline at (617) 727-8400.

NATIONAL FRAUD INFORMATION CENTER

A project of the National Consumer League, the National Fraud Information Center has tips and articles to help you recognize fraud and an online form to file a complaint.

National Fraud Information Center

P.O. Box 65868

Washington, DC 20035

Phone: (800) 876-7060 Website: <http://www.fraud.org/elderfraud>

BETTER BUSINESS BUREAU (BBB) Visit the BBB site to find your local BBB agency, read its extensive scams listings and check out charities before you give.

BBB of Central New England

Website: <http://central-westernma.bbb.org/>

Email: <mailto:info@cne.bbb.org>

Phone: (508)755-2548

Fax: (508)754-4158

340 Main Street, Suite 802

Worcester MA 01608

BBB of Eastern MA, ME, RI & VT

Website: <http://boston.bbb.org>

Email: info@boston.bbb.org

Phone: (508)652-4800

Fax: (508)652-4833

290 Donald Lynch Boulevard, Suite 102

Marlborough MA 01752-4705

U.S. ADMINISTRATION ON AGING (AoA)

The U.S. Administration on Aging is the federal agency that advocates for older persons.

Administration on Aging (AoA)

Washington, DC 20001

Office of the Assistant Secretary for Aging: (202) 404-4634

[Eldercare Locator](#) (to find local resources): (800) 677-1116

[AoA's Regional Offices](#)

Email: aoainfo@aoa.hhs.gov

Website: <http://www.aoa.gov>

NATIONAL CENTER ON ELDER ABUSE

The U.S. Administration on Aging funds this gateway site to resources on elder abuse, neglect and exploitation.

How to contact NCEA:

[Send an inquiry through our online form](#)

Email: ncea-info@aoa.hhs.gov

Phone: (302) 831-3525

Fax: (302) 831-4225

c/o Center for Community Research and Services

University of Delaware

297 Graham Hall

Newark, DE 19716

Website: http://www.ncea.aoa.gov/ncearoot/Main_Site/index.aspx

NCEA State Resources (for Massachusetts residents)

http://www.ncea.aoa.gov/NCEAroot/Main_Site/Find_Help/State_Resources_Directory.aspx?state_id=ma

To report suspected elder abuse, neglect or exploitation in Massachusetts, call:
(800) 922-2275.

SECURITIES AND EXCHANGE COMMISSION (SEC) You can file a complaint or provide tips on potential securities law violations using the SEC website at www.sec.gov.

If you receive unsolicited emails on investments, forward them to the SEC at enforcement@sec.gov.

SEC Headquarters 100 F Street, NE Washington, DC 20549

SEC Complaint Center

450 Fifth St. NW

Washington D.C. 20549

Boston Regional Office (state jurisdiction: MA, ME, CT, ME, NH, VT & RI)

David Bergers
Regional Director
33 Arch Street, 23rd Floor
Boston, MA 02110-1424
Phone: (617) 573-8900
Email: boston@sec.gov

Get off scammers' lists.

Consumers can notify the national consumer credit reporting companies online to remove their names from the lists that they sell to companies for pre-approved offers of credit and insurance. By filling out one form online, you can then direct the consumer credit reporting companies to stop selling your name and that you wish to opt-out these programs.

Website: <http://www.optoutprescreen.com>

Phone: (888) 567-8688

Another way to further reduce direct mail and phone solicitations is to contact the Direct Marketing Association (DMA). The DMA is the oldest and largest trade organization for the direct marketing industry. More information for consumers is available at:

<http://www.DMAchoice.org>