

WARNING SIGNS OF ELDER FINANCIAL EXPLOITATION

Not all signs automatically indicate a problem- consult your point person for guidance

Banking activity inconsistent with usual patterns

Withdrawal activity

- Large cash withdrawals
- Increased frequency of withdrawals
- Increased request for bank checks
- Increased use of ATMs when little or no use previously

Third party involvement

- Customer wants to add co-signer to accounts
- Unusual interest by third party
- Third party insists on handling customer's financial affairs
- New friend is eager to escort, and assist, customer to the financial institution
- Offers investment advice, appropriate or not
- Increased third party check cashing

Customer concerns

- Increased confusion about banking and financial issues
- Lack of knowledge of accounts and transactions
- Frequent visits to bank to clarify concerns
- Not receiving financial statements
- Requests that bank personnel notarize forms that customer does not appear to understand
- Implausible explanation of unusual activity or behavior

Observed, questionable interactions

Inappropriate influence by third party

- Inappropriate influence may include:
 1. Using fear, threats or intimidation (physical or emotional)
 2. Helping customer to physically sign documents
- Inappropriate influence may impact:
 1. Power of Attorney
 2. Wills, trusts, or other beneficiary accounts
 3. Personal financial accounts

Other possible concerns

Offered deal that is too good to be true

- Investment opportunity that customer does not understand
- Dream opportunities with unknown parties
- Won prize/lottery and needs to send money to receive prize
- Cashing (or requesting to) phony (or questionable) checks, including cashier's and/or bank checks
- Insistence on depositing/cashing phony check within a short period of time (often within 72 hours)

Receiving unsolicited calls or e-mails requesting personal information

- Asked to provide
 1. Name and/or address
 2. Date of birth
 3. Mother's maiden name
 4. Bank account/credit card numbers
 5. PIN numbers
 6. Social security number
 7. Estate plan or location of safe deposit box
- Advise customer to NEVER provide personal or bank information to unsolicited callers.