



Josh Shapiro
Pennsylvania Attorney General

Pennsylvania is home to over 2 million seniors. Older Pennsylvanians are more likely to be victims of certain crimes like fraud, identity theft, scams, and financial exploitation. Too many bad actors and criminals see our senior citizens as vulnerable targets and look to exploit them and profit off of them. In fact, seniors across the country lose \$3 billion each year to scams and fraud.

As Attorney General, I believe that our seniors' first and best line of defense is being educated and informed, because the best way to stop a scam is to avoid it in the first place. That's why my office has created this brochure to help inform you about some of the ways that people might go after you.

If you want more information, our Office of Public Engagement offers presentations on many of these topics. Contact us to schedule a free presentation at (717) 772-0907 or via email publicengagement@attorneygeneral.gov.

We Can Help

SENIOR PROTECTION UNIT

- Elder Mistreatment*
- Phone and Email Scams*
- Deceptive Business Practices*

- *Home Contractors*
- *Banks*
- *Car Dealerships*
- *Sweepstakes*

seniors@attorneygeneral.gov
1-866-623-2137

HEALTH CARE SECTION

- Deceptive Medical Practices*
- Medical Records Access*
- Denial of Coverage*
- Billing Disputes*

healthcare@attorneygeneral.gov
1-877-888-4877

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SAFETY • TIPS FOR Seniors

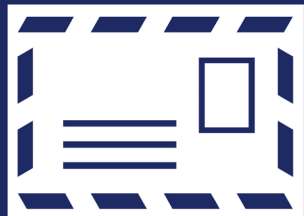
FOR AT HOME AND OUT AND ABOUT



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QUICK TIPS FOR Seniors

IF YOU DON'T KNOW THE NUMBER -
DO NOT ANSWER
- LET YOUR MACHINE PICK UP



EXAMINE YOUR MAIL - IF THE POSTMARK IS FROM OUTSIDE THE US IT IS MOST LIKELY MAIL FRAUD

BEWARE OF ANYONE
DEMANDING PAYMENTS
IN GIFT CARDS OR PREPAID CREDIT CARDS



Pennsylvania has one of the highest senior populations in the country and our seniors are more active than ever. The Office of Attorney General is here to help protect and educate seniors on what to watch out for when they are out socially, traveling or simply enjoying their home life.

BE ALERT

- Talk with family members and friends about your travel plans and daily activities.
- Be aware of your surroundings, walk in groups of two or more.
- Never post your travel plans on social media sites.
- When driving, never pull off or park in a secluded area. Drive to a well lit public place.

BE SECURE

- Close and lock windows when you leave the house. Keep your doors locked at all times, even while you are at home.
- Don't let strangers into your home. Ask all delivery people and utility workers for ID.
- Never deal with a contractor who shows up unsolicited or with "left over materials." Always use a contractor that is registered with the Pennsylvania Office of Attorney General. To check if a contractor is registered, visit www.attorneygeneral.gov.
- When you are gone for more than a day, make sure your home appears occupied — use automatic timers to turn on lights and a radio or television.

- Always place a hold request on mail and newspapers while away. If possible, park a second vehicle in the driveway.
- Do not hide your keys under the mat or in other conspicuous places.

BE SMART

- Banks, credit card companies and government offices never call you to verify your personal or account information.
- Never give your personal information to anyone who contacts you and asks for it; only when you initiate the contact .
- Don't carry unneeded credit cards or your social security number with you.
- Law enforcement agencies will not contact you and demand that you make a payment of fines over the phone or internet.
- No one can win a lottery from a country they've never visited or a sweepstakes they didn't enter. "You have to play to win."
- No offer to share millions of dollars, recover wealth, or provide large sums of money for you to distribute to charity will require you to provide "front money."
- Beware of health care scams. Never release information to any health service provider that you did not contact directly.
- Only use ATMs that are inside of a bank or business and shield your PIN from view of others. If the device appears to be altered, report it right away.



6698 SENIORS HELPED
IN PENNSYLVANIA LAST YEAR