2020 Fraud Prevention Toolkit:

Seniors

#KNOWFRAUD
#SHOWMETHEFRAUD
Fraud: Recognize. Reject. Report.

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Introduction

The Canadian Anti-Fraud Centre (CAFC) has compiled a toolkit specifically designed for seniors (60 and over) to further raise public awareness and prevent victimization. We encourage all our partners to use the resources in this toolkit on their website, in print and on their social media platforms.

Throughout the year, the CAFC will be using the #kNOwfraud and #ShowmetheFRAUD descriptors to link fraud prevention messaging. We encourage our partners to make use of these hashtags as well as #Take5 and #Tell2, protect many. Take Five is a successful national campaign that was first launched by UK Finance; it encourages consumers to pause, reflect and not react under the pressure of fraudsters. #Tell2 is a movement that was started by D.C. Tony Murray from Durham Fraud (UK). The initiative asks consumers to prevent fraud by sharing anti-fraud messaging with at least two people and encouraging them to do the same. An unbroken chain of 25 Tell2'ers would cover the entire population of Canada.

During Fraud Prevention Month (March), the CAFC will post daily on its Facebook and Twitter platforms (#FPM2020). Our weekly bulletin will be published every Monday and, every Wednesday, we will host a #FraudChat at 1PM Eastern on Twitter. Everyone is invited to join the conversation.

The CAFC is Canada's central repository for data, intelligence and resource material as it relates to fraud. The CAFC does not conduct investigations but provides valuable assistance to law enforcement agencies by identifying connections all over the world. Victims who report to the CAFC are also encouraged to report directly to their local police. The information provided may be the clue needed to solve the puzzle.

Consumers and businesses can report directly to the CAFC through our online Fraud Reporting System (FRS) or toll free at 1-888-495-8501.

Comments, questions or feedback on fraud prevention are always welcome.

Thank you,
The CAFC Fraud Prevention Team

Follow us on Twitter – @canantifraud
Like us on Facebook – Canadian Anti-Fraud Centre

This Toolkit Includes:

1) **RCMP Videos**

- The Face of Fraud
  https://www.youtube.com/watch?v=0rlWUcc57dM
  French: https://www.youtube.com/watch?v=cXXP35rICQY
- A Cry from the Heart from Victims
  https://www.youtube.com/watch?v=blyhHl8rc7g
  French: https://www.youtube.com/watch?v=cHZfvpH2YW8
- Telemarketing Fraud: The Seamy Side
  https://www.youtube.com/watch?v=t7bhQJkelEg
  French: https://www.youtube.com/watch?v=XteG_fdasdw

2) **OPP Videos**

- Fraud Prevention Month Playlist
  https://www.youtube.com/playlist?list=PLbecW3cjtFJ4gxFvi9vuGlh8hJR13y1-c
- Senior Internet Scams Playlist
  https://www.youtube.com/playlist?list=PLbecW3cjtFJ6jyMpBlsY1NQkrj0-59Kp2
  French: https://www.youtube.com/user/OPPCorpCommFR/search?query=fraude

3) **Competition Bureau of Canada Videos**

Mass marketing fraud can take many forms. These videos help describe the way they work and how to avoid victimization. Videos are available in both official languages.

- https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/04272.html
- https://www.bureaudelaconcurrence.gc.ca/eic/site/cb-bc.nsf/fra/04272.html

4) **CAFC Fraud Prevention Video Playlists**

- https://www.youtube.com/channel/UCnvTfqttCb4K6wyVC6rMJkw/playlists

5) **CAFC Logo**

6) Calendar of Events

Throughout the month of March, the CAFC will release a bulletin every Monday. Every Wednesday, we will host a Twitter #FraudChat at 1PM (Eastern). Both will be based on the following weekly fraud prevention themes:

Week 1: Fraud initiated by direct call
Week 2: Fraud initiated by email or text message
Week 3: Fraud initiated online
Week 4: Fraud initiated on social networks
Week 5: Fraud initiated by mail or in person

On a daily basis, the CAFC will highlight a "Fraud of the Day" on our social network accounts. See the calendar below for more details.

On **March 2, 2020** - Join us on Facebook for a live 13-hour Canada-wide Fraud Prevention Month launch event.

March 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 Tools used by Fraudsters	2 **13-HR LIVE LAUNCH** **Bulletin**	3 Personal Information	4 Charity **Fraudchat**	5 Payment Methods	6 Prize	7 Vacation
8 Phishing	9 ID Theft & Fraud **Bulletin**	10 Spear Phishing	11 Extortion **Fraudchat**	12 Ransomware	13 SIM Swap	14 Emergency
15 Subscription Traps	16 Job **Bulletin**	17 Sale of Merchandise	18 Merchandise **Fraudchat**	19 Card-Not-Present	20 Investment	21 Rental
22 Account Takeover	23 Puppy **Bulletin**	24 Service	25 Pyramid **Fraudchat**	26 Grant	27 Romance	28 Sextortion
29 Inheritance	30 Overpayments **Bulletin**	31 Brand Protection	April 1 Fraud is no joke **Fraudchat**			

Like us on Facebook – Canadian Anti-Fraud Centre **Follow us on Twitter – @canantifraud**

7) Statistics:

In 2019, the CAFC received 46,465 fraud reports from Canadian consumers and businesses. The total reported Canadian losses were $96,163,328.64. The top 10 scams reported during this time are listed below.

Top 10 frauds affecting seniors based on number of reports in 2019:

Fraud Type	Reports	Victims	Dollar Loss
Extortion	2,485	278	$3,969,986.83
Personal Info	2,138	1,261	
Phishing	1,922	398	
Service	1,596	740	$3,865,220.80
Bank Investigator	792	274	$2,907,541.00
Prize	747	200	$2,759,634.86
Merchandise	391	267	$363,554.37
Emergency	364	149	$662,524.82
Romance	326	229	$10,462,868.33
Grant	309	106	$723,027.86

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Investments	79	59	$2,223,016.32
Timeshare	51	36	$1,674,174.16
Inheritance	148	19	$1,011,328.85
Recovery Pitch	265	92	$899,123.17
Grant	309	106	$723,027.86

➔ It is estimated that fewer than **5%** of fraud victims will file a report with the CAFC.

8) Reporting Fraud

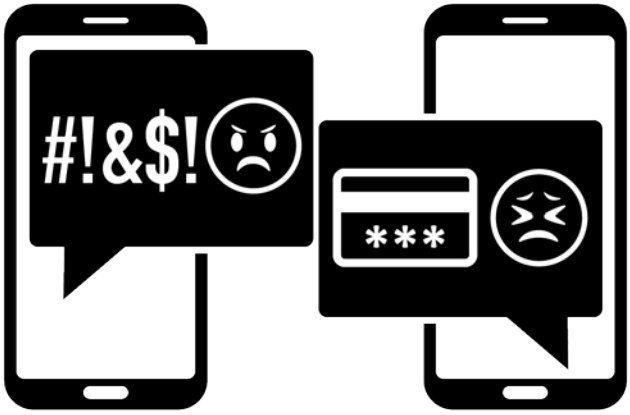
In an effort to mitigate the impact of fraud, the CAFC suggests following the six steps below.

Step 1: Gather all information pertaining to the fraud.
Step 2: Report the incident to your local law enforcement.
Step 3: Report the incident to the CAFC through the Fraud Reporting System (FRS) or toll free at 1-888-495-8501.
Step 4: Report the incident to the Financial Institution or Payment Provider used to send the money.
Step 5: If the fraud took place online, report the incident directly to the appropriate website.
Step 6: Follow the RCMP Identity Theft and Fraud Assistance Guide: http://www.rcmp-grc.gc.ca/scams-fraudes/victims-guide-victimes-eng.htm

9) Common Frauds & How to Protect Yourself

Below are common frauds affecting seniors:

Extortion



Extortion happens when someone unlawfully obtains money, property or services from a person, entity or institution through coercion.

SIN Scam: Consumers are receiving recorded messages about their Social Insurance Number (SIN) being linked to fraudulent or criminal activity. The fraudsters are claiming to be different federal government agencies and stating that the SIN has been blocked, compromised or suspended. There may be threats of an arrest warrant or imprisonment, if the consumer does not cooperate with the fraudster's demands. They may request personal information (SIN, DOB, address etc..) or request that consumers empty their bank accounts and deposit the funds elsewhere. The fraudsters claim to want to clear the money from illegal activity and that it will be returned once their investigation is complete.

Warning Signs – How to Protect Yourself

- Fraudsters use call-spoofing to mislead consumers. This technology is easily available. Never assume that the phone numbers appearing on your call display are accurate.
- No government agency will contact you and tell you that your SIN is blocked or suspended, nor will they threaten you with legal action.
- Never provide personal information over the phone to an unknown caller.
- No government or law enforcement agency will demand an immediate payment or to submit all of your money for investigation.
- No government or law enforcement agency will request payment by Bitcoin, a money service business, or gift cards (ie. iTunes, Google Play, Steam).
- How to recognize the CRA fraud: https://www.canada.ca/en/revenue-agency/corporate/security/protect-yourself-against-fraud.html

Romance

Fraudsters use every type of dating or social networking site available to contact their victims. Their accounts are created using photos stolen from legitimate people. Their background stories often mimic the victim's and they are often in the military, work overseas, or are successful business people. They quickly profess their love to gain their victims' trust, affection, and money. This type of fraud relies heavily on victim emotions and may last for months, years, or until the victim has nothing left to give. The fraudsters will always run into trouble and are unable to refund their victims; however, they will continue to make empty promises and ask for more money.

Warning Signs - How to Protect Yourself

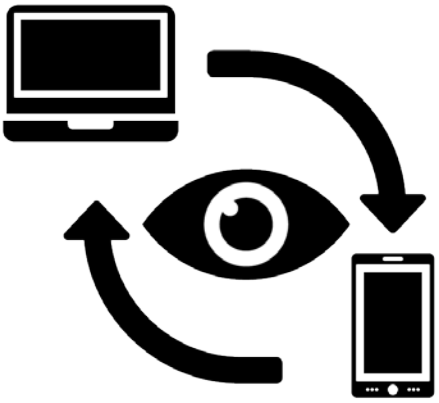
- Beware of individuals quickly professing their love for you.
- Beware of individuals who claim to be wealthy, but need to borrow money.
- When trying to setup an in-person meeting, be suspicious if they always provide you with reasons to cancel. If you do proceed, meet in a public place and inform someone of the details.
- Never send intimate photos or video of yourself as they may be used to blackmail you.
- Never send or accept money under any circumstances. You may, unknowingly, be participating in money laundering which is a criminal offence.

Service

These frauds often involve offers for telecommunications, internet, finance, medical, and energy services. In addition, extended warranties, insurance and sales services may also fall under this category.

Tech Support: Consumers receive a pop-up or a call claiming to be from a well-known tech company (e.g. Microsoft or Windows). The computer is said to be infected with malware or viruses, or that someone is attempting to hack it. The fraudster will offer to resolve the issue by gaining remote access to the computer. This allows them the opportunity to steal your personal information.

Lower Interest Rate: Fraudsters call consumers to offer a reduced interest rate on their credit card. The goal of the fraud is to collect the consumer's personal and credit card information.



Home Repairs & Products: Home owners are offered services at lower prices. These services can include air duct cleaning, furnace repairs, water treatment systems, or home renovations. If the services are completed at all, they are of low quality, offer impractical warranties or can cause further damage.

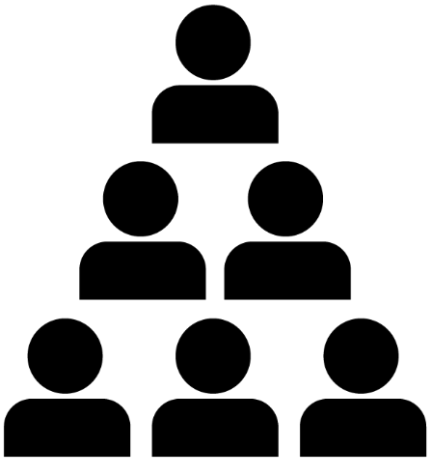
Warning Signs - How to Protect Yourself

- Never allow an individual to remotely access your computer. If you are experiencing problems with your operating system, bring it to a local technician.
- Verify any incoming calls with your credit card company by calling the number on the back of the card. Be sure to end the original call and wait a few minutes before dialing.
- Never provide any personal or financial information over the telephone, unless you initiated the call.
- Only a credit card company can adjust the interest rate on their own product.
- Research all companies and contractors offering services before hiring them.

Investment

Any false, deceptive, misleading or fraudulent investment opportunity, often offering higher than normal or true monetary returns. Victims often lose most or all of their money. Investors run the added risk of having their identity stolen, accumulating losses for unauthorized withdrawals on their credit cards and incurring high interest payments on investments that do not exist.

Initial Coin Offerings: The virtual currency market is constantly changing. New virtual currencies are developed monthly. Like an Initial Public Offering (IPO), an Initial Coin Offering (ICO) is an attempt to raise funds to help a company launch a new virtual currency. In an ICO fraud, the fraudsters solicit investment opportunities with fake ICOs. They provide official looking documentation, use buzz words and may even offer a real "token". In the end, everything is fake, and you lose your investment.



Pyramids: Similar to a Ponzi scheme, a pyramid scheme focuses primarily on generating profits by recruiting other investors. A common pyramid scheme today takes the form of a *gifting circle*. Participants gift a sum of money to join and ultimately must recruit others to make their money back. These schemes may offer products, but they usually have very little value. Pyramid schemes are illegal in Canada. It's a criminal offence to establish, operate, advertise or promote a pyramid scheme.

Warning Signs – How to Protect Yourself

- Be careful when asked to provide personal or financial information to reclaim your investment profits.
- Beware of opportunities offering higher than normal returns.
- Beware of any urgency pressuring you to make an investment so that you don't miss out.
- Prior to investing, ask for information on the investment. Research the team behind the offering and analyze the feasibility of the project. Check the registration and enforcement history.
- The Canadian Securities Administrators (CSA) encourages all investors to visit their National Registration Search Tool (www.aretheyregistered.ca).

Personal Information & Phishing

Fraudsters impersonate financial and government agencies and call consumers requesting their personal and banking information.

Traditional phishing emails and text messages are designed to trick the victim into thinking they are dealing with a reputable company (e.g. financial institution, service provider, government). Phishing messages will direct you to click a link for various reason, such as, updating your account information, unlocking your account, or accepting a refund. The goal is to capture personal and/or financial information, which can be used for identity fraud.

Warning Signs - How to Protect Yourself

- Let unsolicited calls go to voicemail.
- Fraudsters use call-spoofing to mislead consumers. This technology is easily available. Never assume that the phone numbers appearing on your call display are accurate.
- Do not open or click the link in unsolicited emails or text messages.
- Look for spelling and formatting errors.
- Verify the hyperlink behind the link's text or button by hovering over the text.
- Do not click on any suspicious attachments as they can contain malware.

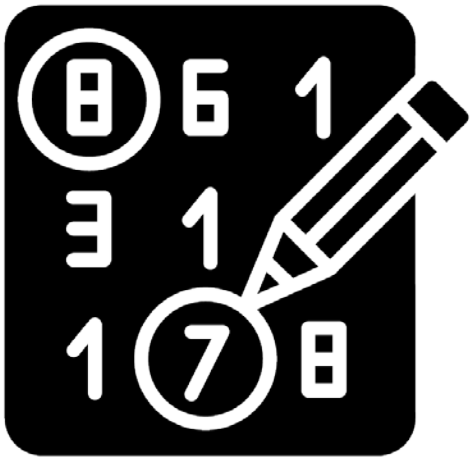
Bank Investigator

Fraudsters call consumers claiming to be a financial institution or a major credit card provider. To prove the legitimacy of the call, the fraudsters often ask the consumer to end the call and immediately call the number on the back of their card. The fraudsters then inform the consumer that they are investigating unauthorized activity on their account. The fraudsters ask the consumer to help them catch the criminal. By providing remote access to their device, the fraudsters will claim to put money into the victim's account so that they can send *bait money*. Unfortunately, the funds seen going into the victim's account are coming from their other accounts and the money being sent is going directly to the fraudsters.

Warning Signs - How to Protect Yourself

- Typically, these call tend to happen early in the morning. Always make sure you are alert when dealing with finances.
- If you end a call on a landline phone and immediately dial another call, the original call may not be completely disconnected. Wait a few minutes or use another phone to complete another call.
- Never provide personal or financial information over the phone unless you called your financial institution.
- Financial institutions will never ask for assistance from the public for internal investigations. They will also never ask you to transfer money to an external account for security reasons.
- Never provide remote access to your device to unknown callers.

Prize



Consumers are informed that they are the winner of a large lottery or sweepstake even though they have never purchased a ticket or entered to win. Prior to receiving any winnings, the victim will be asked to pay a number of upfront fees. No winnings are ever received.

A variation of this fraud includes the consumer receiving a message from one of their friends on social media. The friend shares that they won a prize and asks the consumer if they have already collected their prize as they noticed their name was also on the winner's list. The consumer's friend encourages them to contact the person responsible for delivering the prizes. Unfortunately, unbeknownst to the victim, their friend's social account has been compromised and they have been communicating with the fraudster the entire time.

Warning Signs/ How to Protect Yourself

- Never give out personal or financial information to strangers.
- The only way to participate in any foreign lottery is to go to the country of origin and pu rchase a ticket. A ticket cannot be purchased on your behalf.
- In Canada, if you win a lottery, you are not required to pay any fees or taxes in advance.
- Never send or accept money under any circumstances. You may, unknowingly, be participating in money laundering which is a criminal offence.

Emergency

Any phone call or email from someone claiming to be a friend or family member who is in some kind of trouble and requires money immediately.

Fraudsters will call seniors claiming to be a close relative of friend. They will have the consumer confirm which one by asking them if they recognize who's calling. From there, fraudsters will claim that there has been an accident and they require money immediately. Common incidents include an at-fault car accident where the other victim was in a rental and on their way to the airport, an at-fault car accident where they were under the influence, and being stranded out of the country. A law enforcement or medical representative may be added to the phone call to help build legitimacy and urgency to the call. The funds are said to cover medical expenses, bail, bribe law enforcement to sweep everything under the rug or allow the person to make it back home. The fraudsters will ask the consumer to keep everything a secret. They may also claim that they will reimburse the consumer the next time they see them.

Warning Signs – How to Protect Yourself

- Fraudsters use call-spoofing to mislead consumers. This technology is easily available. Never assume that the phone numbers appearing on your call display are accurate.
- A family member requests money urgently and provides instructions on how to proceed.
- Do not volunteer information over the phone; wait for the caller to provide it. Some families use code words to confirm their identity.
- Confirm with other relatives the whereabouts of the family member or friend.
- Law enforcement and other legal entities will never make urgent requests for money.


Canadian Anti-Fraud Centre
CAFC
Centre antifraude du Canada
FRAUD: RECOGNIZE IT. REPORT IT. STOP IT.
LA FRAUDE : IDENTIFIEZ-LA. SIGNALEZ-LA. ENRAYEZ-LA.
Competition Bureau Canada
Bureau de la concurrence Canada
Royal Canadian Mounted Police
Gendarmerie royale du Canada
Canada