Senior Scam Stopper (Assm. Marc Berman)

August 17, 2021

Protect Yourself from Fraud and Scams

DFPI Speaker: Jackie Wiley, Education & Outreach Coordinator

DFPI DEPARTMENT OF FINANCIAL PROTECTION & INNOVATION

PROTECTING CONSUMERS
FOSTERING TRUST & INNOVATION
www.DFPI.ca.gov

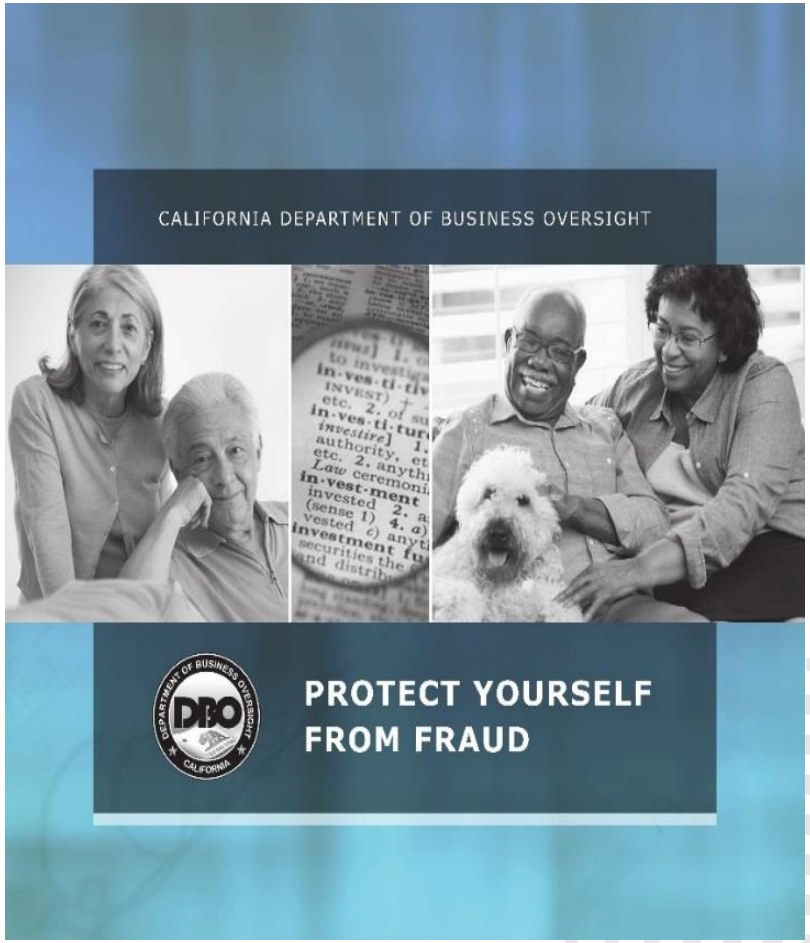
The Department of Financial Protection and Innovation (DFPI)

- Who are we?
- What is the role of the DFPI?
- Why the Department name change?

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How is DFPI getting information out to consumers?

- DFPI Education & Outreach Team
- Educational publications
- Outreach Monthly Newsletter
- Social Media (LinkedIn, Facebook, Twitter, YouTube)



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Home Improvement - PACE Financing Program

What is PACE?

Property Assessed Clean Energy (PACE)
Programs provide homeowners help to finance energy-efficient and water-saving improvements to their property.

Do you Homework !

Before signing the contract - be sure you check the license of both the contractor (CSLB) and the lender (DFPI).

www.DFPI.ca.gov/PACE



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Common & Pandemic Inspired Frauds / Scams

Affinity Fraud
Charity / Disasters
Commodities Fraud
Debt Collectors
Home Improvement (PACE/HERO)
Financial Relief Opportunities*
Illegal Internet Payday Lending
Investment Fraud
Money Transmitter Fraud
Romance/Sweetheart Swindle
Tech Support (computer)



IMMEDIATE RED FLAG
Telephone Calls

- Medicare/Medi-Cal
- Social Security
- IRS
- Jury Duty
- Utility Company
- Taxes and Stimulus Payments

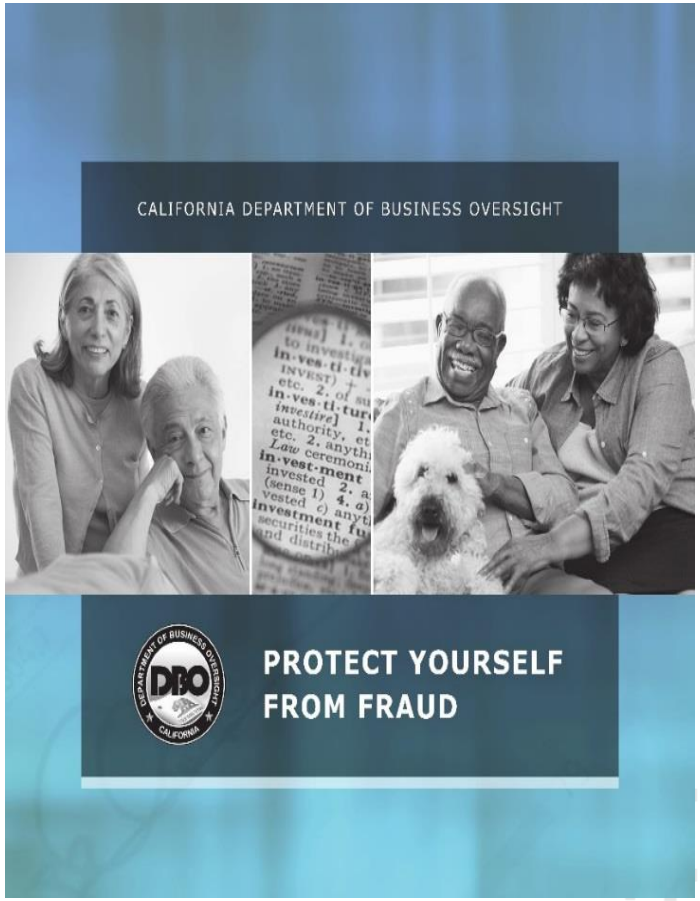


- **Online Services**
  - Banking / Bill pay
  - Shopping
- **Digital Currency**
  - Use of Paypal, Zelle, CashApp, Venmo
- **Fintech Innovation - new method in the delivery of financial services**
  - Digital banking rather than going to the bank
  - Entirely online

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Protecting Yourself From Fraud: Defense Tips

- Telephone
- Online Services
- Internet, Email or Text Messages
- Mail (dumpster divers)
- Credit vs. Debit Transactions
- Monitoring Your Credit
- Freeze your credit



If you are a victim of identity theft: file a complaint with the Federal Trade Commission (FTC) at: reportfraud.ftc.gov

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How can the DFPI help you?

- Learn about us: https://dfpi.ca.gov
- Contact the DFPI Consumer Services Office: 866-275-2677
- Email us: askdfpi@dfpi.ca.gov
- Interested in a publication or presentation: outreach@dfpi.ca.gov

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The Bottom Line…

1

Trust your Instincts. If it seems too good to be true, it probably is.

2

Never give out personal information unless you initiated the contact.

3

ALWAYS GO TO THE SOURCE YOURSELF!

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