

Guidelines for assisting customers at risk

You should be concerned if any of the following red flags of possible active exploitation or fraud are present

Suspicious Behavior

⚠ Person accompanying elder shows excessive interest in elder's finances or accounts, does not allow elder to speak, is reluctant to leave the elder's side during conversations, or restricts visits or phone calls

⚠ Elder shows an unusual degree of fear, anxiety, submissiveness or deference toward person accompanying him or her

⚠ Elder lacks knowledge about his or her financial status or shows a reluctance to discuss financial matters

⚠ Elder moves away from existing relationships and toward new associations with other "friends" or strangers

⚠ You are unable to speak directly with the elder despite repeated attempts to contact him or her

⚠ Elder displays unexplained or unusual excitement over a financial windfall or prize check; maybe reluctant to discuss details

⚠ Noticeable neglect or decline in appearance, grooming, or hygiene

Suspicious Account Activity

⚠ A new caretaker, relative or friend suddenly begins conducting financial transactions on behalf of an elder without proper documentation or through a sudden change of Power of Attorney

⚠ Abrupt changes to financial documents, such as power of attorney, account beneficiaries, wills, trusts, property titles, and deeds

⚠ Uncharacteristic nonpayment for services, which may indicate a loss of funds or access to funds

⚠ Closing of accounts without regard to penalties

⚠ Noticeable change in senior's established banking or financial management habits or patterns, including:

- ◆ Frequent large withdrawals,
- ◆ Sudden NSF activity,
- ◆ Inconsistent transactions, or
- ◆ Uncharacteristic attempts to wire large sums of money

⚠ Change of address on accounts to new recipient's address, especially when distant from elder's home

⚠ Large withdrawals from a previously inactive account or a new joint account or a sudden appearance of credit card balances

⚠ Suspicious signatures

⚠ Unexplained disappearance of funds or valuable possessions

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Follow up immediately as indicated on the back of this card.

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Senior\$afe[®] Quick Response Chart

If you are suspicious

- Inquire about the activity if inconsistent with consumer's normal behavior
- Suggest an alternative to large cash withdrawals
- Make consumer aware of ways to limit risk of joint accounts
- Check documentation of the third party (e.g., power of attorney)
- Contact the appropriate person in your compliance department

If you suspect coercion in the presence of a third party

- Separate the senior from third party by ushering him or her to another location on the pretense of discussing private account information
- Contact the appropriate personnel at your firm

If you are still suspicious or if you fear senior is in immediate danger

- Always contact the appropriate personnel at your firm who will decide next steps
- Report to elder abuse hotline or call 911

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**ELDER ABUSE
PREVENTION**

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