



Dave Sunday
Attorney General

Pennsylvania seniors have earned the right to spend their retirement years enjoying the things that bring them joy and spending time with their friends and family. Unfortunately, too many of our fellow Pennsylvanians have fallen victim to scams that can disrupt those golden years.

Each year, criminals defraud seniors of around \$3 billion nationally through things like identity theft, scams and financial exploitation of seniors. My office is working every day to find these criminals and hold them accountable. At the same time, I know these are often times preventable crimes with the right tools and education, which is why my office has put together this brochure to help you protect yourself from becoming a victim.

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 833-OAG-4YOU 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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www.attorneygeneral.gov



SAFETY • TIPS FOR Seniors

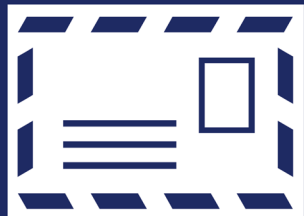
FOR AT HOME AND OUT AND ABOUT



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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