

# **AARP FRAUD WATCH NETWORK HELPLINE RESOURCE GUIDE**

## **AARP Internal Contacts**

FWN Helpline Email	<a href="mailto:AARPFraudWatchHelpline@aarp.org">AARPFraudWatchHelpline@aarp.org</a>	877-908-3360
FWN Watchdog Alerts	<a href="http://www.aarp.org/fraudwatchnetwork">www.aarp.org/fraudwatchnetwork</a>	
AARP FWN Resources	<a href="http://www.aarp.org/frc">www.aarp.org/frc</a>	
AARP Fraud Victim Support Group	<a href="http://www.aarp.org/fraudsupport">www.aarp.org/fraudsupport</a>	
AARP/Oats Senior Planet Tech Helpline	<a href="https://seniorplanet.org/have-a-tech-question-give-us-a-call/">https://seniorplanet.org/have-a-tech-question-give-us-a-call/</a>	888-713-3495
AARP Veteran's Resources	<a href="http://www.aarp.org/caringforvets">www.aarp.org/caringforvets</a>	

## **Emergency and Victim Resources**

Community Resource Line (for emergency resources like shelters, food banks, etc.)	<a href="https://www.211.org/">https://www.211.org/</a>	Call 211
Suicide Hotline	<a href="http://www.suicide.org/suicide-hotlines.html">www.suicide.org/suicide-hotlines.html</a>	Call or text 988
Victim Resource Center (support and referrals for victims 24/7)	<a href="https://victimconnect.org/">https://victimconnect.org/</a>	Call or text 855-484-2846 (can also chat online through website)
Cyber Civil Rights Initiative (to remove photos from internet)	<a href="http://www.cybercivilrights.org">www.cybercivilrights.org</a>	Call 844-878-CCRI (2274)
Veteran's Crisis Hotline (No VA enrollment required)	<a href="http://www.veteranscrisisline.net">www.veteranscrisisline.net</a>	Dial 988, Then press 1 or text 838255
National Cybersecurity Alliance (Details on many cybercrimes, support groups, recovery tips)	<a href="http://www.fightcybercrime.org">www.fightcybercrime.org</a>	

## **Frequently Used Resources**

<i>Credit Bureaus (More info on page 5)</i>		
Annual Credit Report	<a href="http://www.annualcreditreport.com">www.annualcreditreport.com</a>	877-322-8228 (Spanish available)
Equifax	<a href="http://www.equifax.com">www.equifax.com</a>	888-378-4329 (Spanish available)
Experian	<a href="http://www.experian.com">www.experian.com</a>	888-397-3742 (Spanish available)
Transunion	<a href="http://www.transunion.com">www.transunion.com</a>	800-916-8800 (Spanish available)

<i>Government Reporting Agencies (Gov agencies have Spanish option at the top of page)</i>		
National Elder Fraud Hotline (Department of Justice)	<a href="https://www.fbi.gov/elderfraud">https://www.fbi.gov/elderfraud</a>	833-372-8311 (833-FRAUD-11)
Federal Trade Commission (FTC)	<a href="http://www.reportfraud.ftc.gov">www.reportfraud.ftc.gov</a>	877-382-4357 (Spanish available)
Identity Theft	<a href="http://www.identitytheft.gov">www.identitytheft.gov</a>	877-438-4338 (Spanish available)

FBI Internet Crime Complaint Center (IC3)	<a href="http://www.ic3.gov">www.ic3.gov</a>	NO NUMBER
FBI	<a href="http://www.fbi.gov">www.fbi.gov</a>	800-225-5324 (Spanish available)
Medicare	<a href="http://www.medicare.gov">www.medicare.gov</a>	800-633-4227 (Spanish available)
Senior Medicare Patrol (SMP)	<a href="http://www.smpresource.org">www.smpresource.org</a>	877-808-2468 Directory for State Contact Info
Eldercare Locator	<a href="https://eldercare.acl.gov/">https://eldercare.acl.gov/</a>	800-677-1116
Social Security Online Account	<a href="http://www.ssa.gov/myaccount">www.ssa.gov/myaccount</a>	877-772-1213 and say "Help Desk"
Social Security Administration	<a href="https://oig.ssa.gov/">https://oig.ssa.gov/</a>	800-772-1213 (Spanish available)
Veterans Administration Fraud Resources	<a href="https://vsafe.gov">https://vsafe.gov</a>	833-388-7233 (Reaches the National Service Center) 800-488-8244 (VA IG Fraud Hotline)

*Mail (Gov agencies have Spanish option at the top of page)*

USPS – Mail Fraud	<a href="http://www.uspis.gov/report">www.uspis.gov/report</a>	877-876-2455
Informed Delivery USPS	<a href="http://www.usps.com/manage/informed-delivery.htm">www.usps.com/manage/informed-delivery.htm</a>	

*IRS (Gov agencies have Spanish option at the top of page)*

General Questions	<a href="http://www.irs.gov/faqs">www.irs.gov/faqs</a>	800-829-1040 (Spanish available)
Tax-Related Identity Theft	<a href="http://www.irs.gov/identity-theft-central">www.irs.gov/identity-theft-central</a>	
Internal Revenue	<a href="https://irs.gov/help/report-fraud">https://irs.gov/help/report-fraud</a>	800-829-1040

*Banking & Finance (Gov agencies have Spanish option at the top of page)*

Office of the Comptroller of the Currency (OCC)	<a href="http://www.helpwithmybank.gov">www.helpwithmybank.gov</a>	800-613-6743 (Spanish available)
Consumer Financial Protection Bureau	<a href="http://www.consumerfinance.gov">www.consumerfinance.gov</a>	855- 411-2372 (Spanish available)
FINRA (Financial Industry Regulatory Authority)	<a href="https://www.finra.org/">https://www.finra.org/</a>	301-590-6500 Securities Helpline for Seniors 844-574-3577
National Foundation for Credit Counseling	<a href="https://www.nfcc.org/">https://www.nfcc.org/</a>	800-388-2227

*Consumer Protection (Directs to Resources in Each State)*

State Consumer Protection Offices (Locator by state)	<a href="http://www.usa.gov/state-consumer">www.usa.gov/state-consumer</a>	
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*Gift Card/Wire Transfer Fraud*

Apple I-Tunes (Say Gift card to connect to live agent)	<a href="https://Getsupport.apple.com/solutions">https://Getsupport.apple.com/solutions</a>	800-275-2273 (Spanish available)
Western Union	<a href="http://www.westernunion.com">www.westernunion.com</a>	800-448-1492 (Spanish, French available)

MoneyGram	<a href="http://www.moneygram.com">www.moneygram.com</a>	800-926-9400 (Spanish available) <b>Press 5</b>
Amazon	<a href="https://www.amazon.com/hz/contact-us">https://www.amazon.com/hz/contact-us</a>	888-280-4331
Google – Google Play	<a href="https://support.google.com">https://support.google.com</a>	NO PHONE NUMBER
eBay	<a href="https://pages.ebay.com/giftcard-scams">https://pages.ebay.com/giftcard-scams</a>	NO PHONE NUMBER
Vanilla (Version of a Visa gift card)	<a href="http://www.vanillagift.com/help">www.vanillagift.com/help</a>	844-433-7898
MoneyPak (Green Dot)	<a href="http://www.moneypak.com/security">www.moneypak.com/security</a>	866-795-7969 (Spanish available)
Walmart		800-925-6278
Chime		844-244-6363
US Homeland Security Project Red Hook	<a href="mailto:GCFraud@hsi.dhs.gov">GCFraud@hsi.dhs.gov</a>	Reporting only

### Non-Family/Stranger Exploitation

Adult Protective Services (APS)	<a href="http://www.napsa-now.org">www.napsa-now.org</a>	<b>*Contact staff lead*</b>
Nat'l Academy of Elder Law Attorneys	<a href="http://www.naela.org">www.naela.org</a>	

### Peer to Peer (P2P) App/Cash Transfers (use caution as it is hard to reach a person)

PayPal	<a href="http://www.paypal.com/us/smarthelp/contact-us">www.paypal.com/us/smarthelp/contact-us</a>	888-221-1161 (Spanish available)
Zelle	<a href="http://www.zellepay.com/support/contact">www.zellepay.com/support/contact</a>	844-428-8542 (Spanish available)
CashApp	<a href="http://www.cash.app/help">www.cash.app/help</a>	800-969-1940 (Spanish available)
Venmo	<a href="https://help.venmo.com">https://help.venmo.com</a>	855-812-4430

### Social Media

Facebook	<a href="http://www.facebook.com/help">www.facebook.com/help</a>	No Phone Number
Instagram	<a href="https://help.instagram.com/">https://help.instagram.com/</a>	No Phone Number
TikTok	<a href="https://support.tiktok.com/en/safety-hc">https://support.tiktok.com/en/safety-hc</a>	
X	<a href="https://help.x.com/en/rules-and-policies/x-report-violation">https://help.x.com/en/rules-and-policies/x-report-violation</a>	

### Timeshare/Real Estate

ARDA Coalition for Responsible Exit (Reach out to individual timeshare company for specific details on your timeshare)	<a href="https://responsibleexit.com/">https://responsibleexit.com/</a>	855-939-1515
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### Victim Assistance/Legal Referral

LawHelp	<a href="http://www.lawhelp.org">www.lawhelp.org</a>	
Nat'l Center on Elder Abuse	<a href="https://ncea.acl.gov">https://ncea.acl.gov</a>	855-500-3537