



# AARP Fraud Watch Network

## Support for Victims of Fraud

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# AARP Fraud Watch Network Helpline

- Do not need to be an AARP member
- Do not need to be an older adult
- Free!
- Utilize language line
- 140 volunteers across the country

# AARP Fraud Watch Network Helpline

- Take over 100,000 reports annually, 300-500 calls daily
- 140 volunteers across the country
- All calls are reported to the FTC
- Provide direction and support

# Example Call with Advice Given

- Call: Consumer received a pop-up message on her computer. She knew this was a scam, so searched online for Microsoft's number. They remote accessed to her computer. She provided access to her computer as well as her Social Security Number, and access to her financial accounts. They have now cleaned out her life savings and taken over her accounts.
- Action: Immediately turn off and unplug computer, take computer to a local repair store, report the Microsoft imposter to IC3.gov and FTC.gov. Contact your financial institutions to secure your accounts, change passwords once your computer is repaired, follow the identity theft steps on identitytheft.gov (set up credit freeze, check credit report, dispute inaccuracies), keep an eye out for anything suspicious with your accounts and call us back if you need additional help. Call 211 for community support and reach out to support group.

# Example Call with Advice Given

- Call: Consumer was recently widowed. Shortly after she received a social media friend request. She accepted the request. She became friends with this person and for months he didn't request anything from her. Then he said his granddaughter had fallen ill, and he needed help with her medical bills. Consumer sent money via a peer-to-peer app to assist with medical bills. He kept asking for more and more money. When she asked him when he would come visit her, he asked for her to pay for his ticket, which she did, but he never showed up. That's when she knew it was a scam.
- Action: Immediately discontinue communication with the scammer and do not send more money. Advise of red flags of scams. Contact peer-to-peer app to alert about the scam. Report to IC3. If provided any PII, follow ID theft protection steps. Offer Victim Support Group for additional support.

# AARP Fraud Support Groups

- Free!
- 11 groups per week
- Facilitated by trained volunteers/staff
- Groups specific to romance scams
- Groups specific to loved ones of fraud victims

# Stay In Touch with the AARP FWN

- **Helpline Phone Number:**  
877-908-3360
- **Website:**  
[aarp.org/frc](http://aarp.org/frc)
- **Support Groups:**  
[aarp.org/fraudsupport](http://aarp.org/fraudsupport)
- **Jen Clouse, MA**  
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**Questions?**

