Detecting Financial Exploitation of Older Adults

WARNING SIGNS OF ELDER FINANCIAL EXPLOITATION:

1. Activity deviates from usual in person or online banking pattern.
2. Request for additional ATM card or first-time use of ATM card.
3. Opening a joint account, changing power of attorney, changing account beneficiary or opening inappropriate investments.
4. New authorized signers on signature cards.
5. Mail redirected to a new address.
7. Checks written out of numerical order.
8. Flurry of bounced checks or overdraft fees.
9. Unusually large withdrawals made from account.
10. Change in customer’s demeanor, physical/mental status, or overall confusion about finances.
WHAT TO DO:
1. Verify the authority of individual(s) acting on customer’s behalf.
2. Speak to the customer alone:
   • Who are you with?
   • What is their relationship to you?
   • How long have you known them?
   • This is a change in your normal withdrawal pattern. I am concerned.
3. Delay the suspicious transaction.
4. Inform a bank manager.
5. Contact the bank’s loss prevention and/or legal department for assistance and guidance.
6. Contact Adult Protective Services (APS) and/or District Attorney’s Office.

TRUST YOUR INSTINCTS AND ERR ON THE SIDE OF CAUTION: REPORT YOUR SUSPICIONS

FOR EMERGENCIES: CALL 911

Adult Protective Services (APS):
• NYC (212) 630-1853
• Westchester (914) 995-2259

The Weinberg Center for Elder Justice:
1-800-56-SENIOR (professional referrals only)

Local District Attorney’s Office:
• Bronx: (718) 590-2260
• Brooklyn: (718) 250-5299
• Manhattan: (212) 335-9007
• Queens: (718) 286-6562
• Staten Island: (718) 981-6226 X146
• Westchester: (914) 995-3000