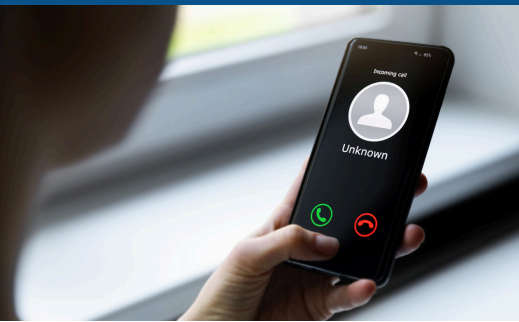


# STAY SAFE FROM PHONE SCAMS: HOW TO PROTECT YOURSELF AND RECOGNIZE A REAL CALL



Phone scams targeting older adults are becoming increasingly common. Scammers use convincing stories to trick people into sharing personal information or money. These calls can sound friendly, professional, or even urgent, which is why it's so important to know how to recognize the warning signs and what to do if one comes your way.

## COMMON SIGNS OF A SCAM CALL

Scammers are skilled at making their calls sound legitimate. Watch out for these red flags:



### **Requests for personal or financial information.**

Legitimate organizations will never ask for your Social Security number, banking details, or passwords over the phone.



### **Pressure to act immediately.**

If someone says you'll "miss out" or "get in trouble" if you don't act right away, hang up.



### **Too-good-to-be-true offers.**

If it sounds unbelievable, like winning a prize you didn't enter, it probably is.



### **Caller ID deception.**

Scammers can "spoof" numbers so it looks like they're calling from your area code or even from a local hospital or business.

*Check out the next page for more.*

## WHAT TO DO IF YOU RECEIVE A SUSPICIOUS CALL

If something doesn't feel right, trust your instincts. Here's what to do:

**Hang up immediately.** Do not engage or press any buttons, even if the caller says you can "opt out" by doing so.

**Do not share personal information.** Never provide your full name, address, date of birth, Medicare number, or financial details to an unsolicited caller.

**Report it.** You can report scam calls to the Federal Trade Commission (FTC) by visiting [reportfraud.ftc.gov](https://reportfraud.ftc.gov).

**Talk to someone you trust.** Discuss the call with a family member, friend, or your local Senior Life Solutions team if you're unsure whether it was real.

## HOW TO KNOW A CALL FROM OUR PROGRAM IS GENUINE

We understand that phone scams can make it hard to know who to trust, and we want you to feel confident when you hear from us. Here's how you can tell a legitimate call from our program:

- ✓ We only call if you've been referred to our program by your healthcare provider or hospital.
- ✓ We identify ourselves right away. Our team members will always introduce themselves by name and say where they are calling from.
- ✓ We never ask for financial information or payment over the phone. Our program is a hospital-based outpatient service, and billing questions are handled through the hospital.
- ✓ You can verify us at any time. If you're unsure, hang up and call your hospital directly using the main hospital number ask to be connected to our program. You can also call the number at the bottom!

## PROTECTING YOURSELF AND OTHERS

Awareness is the best defense against scams. If you receive a suspicious call, share your experience with friends or loved ones so they can stay alert, too. Staying cautious helps protect not only yourself, but also your community.

Our mission is to support your mental and emotional well-being, and that includes helping you feel safe and informed. If you ever have a question about a call you've received, we're here to help!

## WE CAN HELP.

Our hospital-based outpatient program is designed to meet the unique needs of older adults experiencing depression and/or anxiety related to life changes that are often associated with aging or a chronic diagnosis. Anyone can make a referral to our program, including self-referrals, provider referrals, or community consultations.

**Call us today at**