

Senior Scam Stopper (Assm. Marc Berman)

August 17, 2021

Protect Yourself from Fraud and Scams

DFPI Speaker: Jackie Wiley, Education & Outreach Coordinator



DEPARTMENT OF
FINANCIAL PROTECTION
& INNOVATION

PROTECTING CONSUMERS
FOSTERING TRUST & INNOVATION

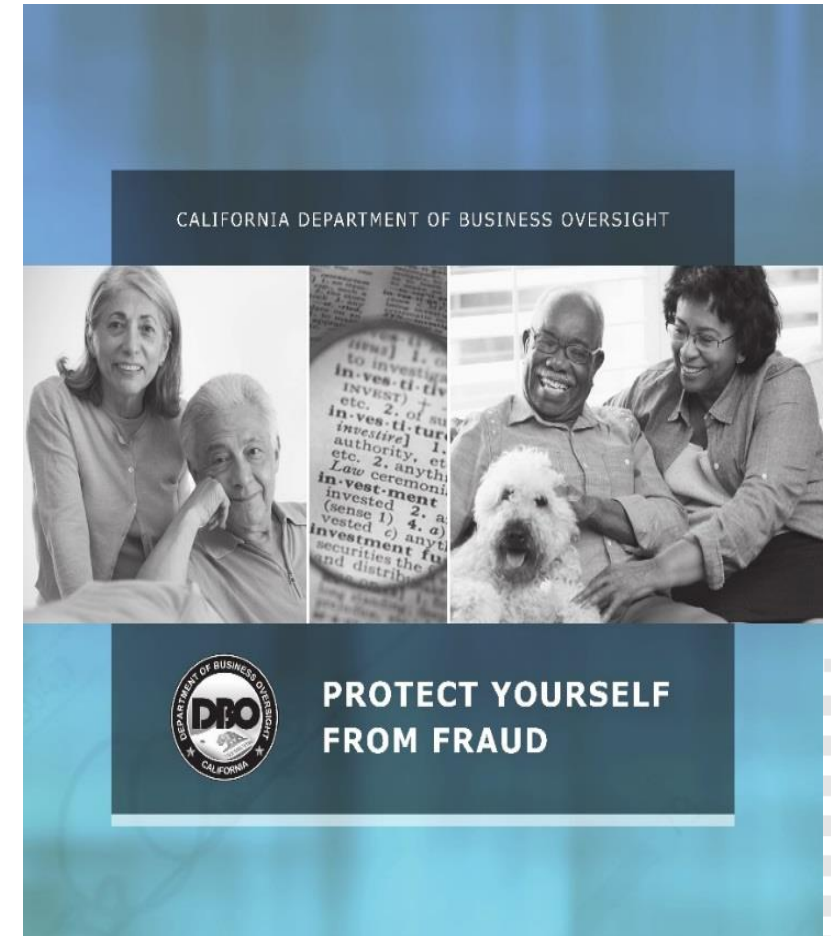
www.DFPI.ca.gov

The Department of Financial Protection and Innovation (DFPI)

- Who are we?
- What is the role of the DFPI?
- Why the Department name change?

How is DFPI getting information out to consumers?

- DFPI Education & Outreach Team
- Educational publications
- Outreach Monthly Newsletter
- Social Media (LinkedIn, Facebook, Twitter, YouTube)



Home Improvement - PACE Financing Program

What is PACE?

Property Assessed Clean Energy (PACE)

Programs provide homeowners help to finance energy-efficient and water-saving improvements to their property.

Do your Homework !

Before signing the contract - be sure you check the license of both the contractor (CSLB) and the lender (DFPI).

www.DFPI.ca.gov/PACE



Common & Pandemic Inspired Frauds / Scams

Affinity Fraud
Charity / Disasters
Commodities Fraud
Debt Collectors
Home Improvement (PACE/HERO)
Financial Relief Opportunities*
Illegal Internet Payday Lending
Investment Fraud
Money Transmitter Fraud
Romance/Sweetheart Swindle
Tech Support (computer)



IMMEDIATE RED FLAG **Telephone Calls**

- Medicare/Medi-Cal
- Social Security
- IRS
- Jury Duty
- Utility Company
- Taxes and Stimulus Payments

PHISHING... IDENTITY THEFT

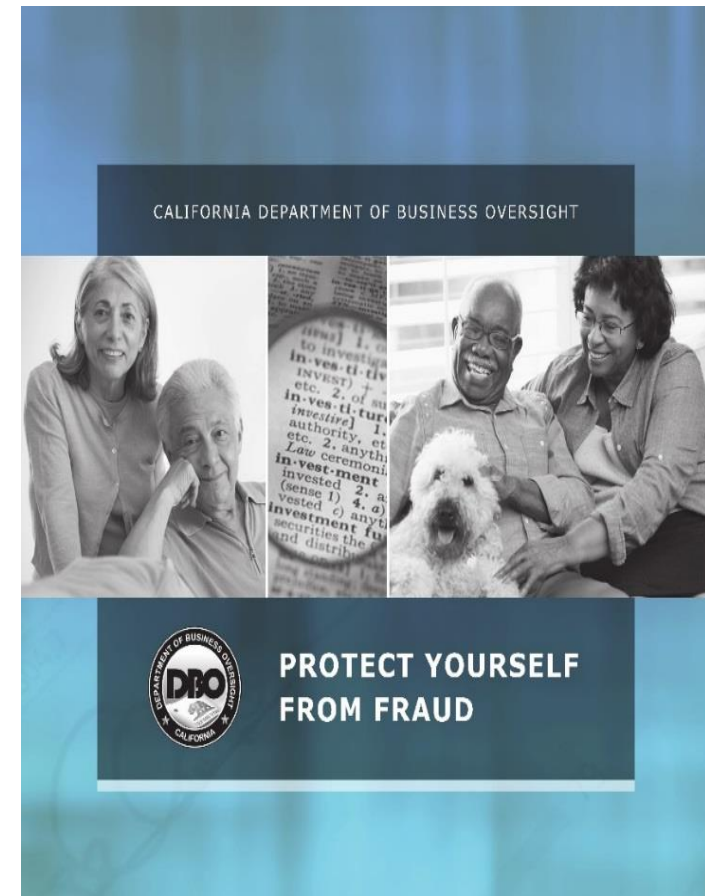


- **Online Services**
 - Banking / Bill pay
 - Shopping
- **Digital Currency**
 - Use of Paypal, Zelle, CashApp, Venmo
- **Fintech Innovation - new method in the delivery of financial services**
 - Digital banking rather than going to the bank
 - Entirely online

Protecting Yourself From Fraud: Defense Tips

- Telephone
- Online Services
- Internet, Email or Text Messages
- Mail (dumpster divers)
- Credit vs. Debit Transactions
- Monitoring Your Credit
- Freeze your credit

If you are a victim of identity theft:
file a complaint with the Federal Trade
Commission (FTC) at:
reportfraud.ftc.gov



How can the DFPI help you?

- Learn about us: <https://dfpi.ca.gov>
- Contact the DFPI Consumer Services Office: 866-275-2677
- Email us: askdfpi@dfpi.ca.gov
- Interested in a publication or presentation: outreach@dfpi.ca.gov

The Bottom Line...

1

Trust your Instincts.
If it seems too good
to be true, it
probably is.

2

Never give out
personal information
unless you initiated
the contact.

3

**ALWAYS GO TO THE
SOURCE YOURSELF!**



Jackie Wiley, Education & Outreach Coordinator
320 W. 4th Street, Suite 750
Los Angeles, CA 90013

Jackie.wiley@dfpi.ca.gov
Outreach@dfpi.ca.gov

Department of Financial Protection & Innovation (DFPI)
Consumer Services Office: (866) 275-2677