



Elder Abuse
Prevention
Ontario

Welcome to EAPO's Webinar!



March 8, 2022
1:00 - 2:30 pm EST

Avoiding the TRAPS of Frauds and Scams

Hosted in partnership with:



ASL Provided



ONTARIO
SECURITIES
COMMISSION



Information and opinions expressed here today are not necessarily those of the Government of Ontario

A top-down view of a smudge stick burning in a brass bowl. The bowl is ornate with a floral pattern. The smudge stick is tied with black and white string and is emitting a wisp of white smoke. The scene is set on a green wooden surface, surrounded by various natural elements: a large white crystal in the top left, a green chrysanthemum in the top left, a green cedar branch in the top right, a yellow chrysanthemum in the middle left, a yellow chrysanthemum in the middle right, a green cedar branch in the bottom left, a green chrysanthemum in the bottom center, and a large white crystal in the bottom right.

LAND ACKNOWLEDGEMENT

WEBINAR HOUSEKEEPING



Communication

All attendees will be muted during the webinar.



Speakers

Will be visible while presenting and for the Question/Answer session.



ASL Interpreters

Image and name (ASL Interpreter) will be visible during the webinar. View all speakers by clicking [gallery view](#). Can also PIN the ASL Interpreter to have image on your screen at all times.



Adjusting Speaker Images

Drag the line, between the image frame and slides, to the left to make speaker image larger.

WEBINAR HOUSEKEEPING



Chat Box

Post comments during the session.



Question Box

Type your questions in Question/Answer box.

A response will be posted during the webinar *or* asked to speaker after the presentation.



Recording

A recorded version of this webinar will be available on EAPO's website.



Evaluation

After the webinar, a pop-up screen will appear to complete survey. Your feedback and suggestions for future webinars is appreciated.

HOUSEKEEPING

Respecting Privacy and Confidentiality

EAPO appreciates there may be personal circumstances or issues which participants may wish to address. However, in keeping with our commitment to maintaining your privacy and confidentiality, today we will be answering general questions posed through the Q&A.

If someone wishes to discuss specific circumstances, we invite you to contact EAPO following this webinar to arrange for a confidential conversation so that we may further assist you.



www.eapon.ca

Elder Abuse Prevention Ontario (EAPO)

Mission and Goals

EAPO envisions an Ontario where ALL seniors are free from abuse, have a strong voice, feel safe and respected.

Achieving our mission requires raising awareness, delivering education and training, working collaboratively with like-minded organizations and assisting with service coordination and advocacy.

@EAPreventionON
#RestoringRespect

Elder Abuse Prevention Ontario | 2022

Ontario's Strategy to Combat Elder Abuse

1

Public Education and Awareness

A Province-wide, multi-media public education campaign to promote awareness about elder abuse and provide information on how to access services.

2

Training for Front-Line Staff

Specialized training to staff from various sectors, who work directly with seniors, to enhance their knowledge and skills to recognize and respond to elder abuse.

3

Co-ordination of Community Services

To strengthen communities across the province by building partnerships, promoting information sharing and supporting their efforts to combat elder abuse.



3 Pillars of the Strategy



Elder Abuse
Prevention
Ontario



INTERNATIONAL WOMEN'S DAY

Join EAPO today in celebrating International Women's Day. Together we can forge women's equality.

Collectively we can all #BreakTheBias.



<http://eapon.ca>



EAPreventionON



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Government
of Canada

Gouvernement
du Canada

Canada



Fraud Prevention Month #FPM2022

Recognize, reject and report fraud



Jeff Horncastle

Acting Supervisor,
Fraud Prevention and
Intake Unit (FPIU).

Jeff has worked at the CAFC
for nearly 5 years.

WEBINAR

**GUEST
SPEAKERS**



Christine Allum,
Senior Advisor,
Investor Engagement and Stakeholder
Partnerships, Investor Office
Ontario Securities Commission

Christine partners with community groups and organizations to deliver investor education and fraud prevention workshops. Her financial expertise includes adult training, curriculum resource development, relationship management and community outreach. Prior to joining the OSC, she worked at the Toronto Stock Exchange.

Christine graduated from Ryerson University and Ontario Institute for Studies in Education of the University of Toronto.

WEBINAR

**GUEST
SPEAKERS**

INVESTMENT FRAUD

OSC

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INVESTOR OFFICE

Slides are incomplete without the accompanying oral commentary

ONTARIO SECURITIES COMMISSION

- An independent agency of the government of Ontario that is responsible for regulating Ontario's capital markets
- Our mandate is to provide protection to investors from unfair, improper or fraudulent practices, to foster fair, efficient and competitive capital markets and confidence in the capital markets, to foster capital formation, and to contribute to the stability of the financial system and the reduction of systemic risk.

Investor Office

1. We educate people about their finances
2. We engage with people and seek their input
3. We conduct research to better understand investor issues
4. We apply a human lens to the OSC's work and the issues that people face
5. We identify and develop policy solutions

PROTECTING INVESTORS

- Education and outreach
 - Events / Webinars / Telephone Town Hall
 - GetSmarterAboutMoney.ca
- Enforcement tools
 - Whistleblower program
 - No-contest settlements, and the option to self-report – to identify misconduct early and stop it from continuing
 - Sanctions
 - Investor warnings

INVESTOR WARNINGS

Investor Warnings:

- Finance and Currency Limited
- Centaur BTC
- Mytradingcollege
- Intelligence Prime Capital Ltd.
- AlfaPrime-Markets
- Mia Group LLC
- WRXST Global Ltd.
- DGFlex
- BtcMarketCap

INVESTMENT FRAUD



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INVESTMENT FRAUD

- 1 in 25 Canadians say they're a victim of investment fraud
- Only 1 in 3 Canadians who have been approached reported it
- Canadians reported \$163M lost to investment fraud
- Fraud is an underreported crime

HOW YOU MIGHT BE APPROACHED

- By email or text message
 - Phishing
- Through a website or social media platform
 - Facebook, online group/network, Instagram, WhatsApp...
- By phone or fax
- In person, investment seminar, group you belong to
- By letter or other mail item

PUMP AND DUMP

Target: Anyone with money

How it works:

- Investors may receive an unsolicited phone call or e-mail
- Fraudsters use global events and news to promote fraudulent over-the-counter or penny stock (almost worthless stock)
- As demand for the stock increases, stock price increases
- When all the stock (shares) are sold, share price plummets – shares are worthless

AFFINITY FRAUD

Target: Groups sharing a common identity or purpose (e.g. cultural, religious, occupational, sports-related)

How it works:

- Fraudsters approach potential victims through a group or community organization that they belong to
- When they have developed a strong relationship or gained the group's trust, they convince people to invest in their scheme

PONZI SCHEME

Target: Investors

How it works:

- Investors are recruited and encouraged to recruit others
- Money from new investors is used to pay investment returns to earlier investors
- Returns are not earned from investments

CRYPTO SCAM

Target: Anyone with money

How it works:

- Fraudster offers to help you invest in cryptoassets
- Approached to take part in an Initial Coin Offering (ICO)
- Investors purchase crypto through an unregistered trading platform
- Investors unable to access crypto assets or money in investment account

Quadriga CX Investigative Report (<https://www.osc.ca/quadrigacxreport/>)

DOUBLE DIP/REPEAT SCAM

Target: Fraud victims

How it works:

- Con artist will create, reuse and sell lists of victims
- Fraud victims are targeted for repeat scam
- “Initial investment will pay off if you send more money”
- “Help you recover money for a small fee”

3 out of 10 fraud victims are defrauded more than once

OTHER INVESTMENT SCAMS

- Forex
- Offshore investing
- Exempt securities
- Imposter scams – fake ads / accreditation / websites; impersonating well-known financial brands

WARNING SIGNS OF FRAUD

- High pressure sales tactics, act now
- Phone call, email or text from someone you don't know
- Free incentives
- Promises of high or guaranteed returns with little to no risk
- Encouraged to recruit friends/family
- Unregistered business or individual
- Suggest falsifying financial information
- Tax avoidance strategy
- Acting on inside information or hot scoop – insider trading

4 WAYS TO AVOID INVESTMENT FRAUD

1. Be skeptical of unsolicited opportunities
 - don't click on any links or attachments
2. Take the time you need to make an informed decision
 - don't let anyone pressure you into making a decision right away
 - get a second opinion from a qualified individual (registered advisor, lawyer, accountant)
3. Be wary of promises of high returns with little to no risk
4. Always do a background check

DO A BACKGROUND CHECK



- Always check the registration of any person or business trying to sell you an investment or give you investment advice.
- Registration helps protect you from unqualified or fraudulent individuals.
- Visit: [CheckBeforeYouInvest.ca](https://www.checkbeforeyouinvest.ca) or call 1-877-785-1555

PROTECT YOURSELF AND YOUR INVESTMENTS

- Communicate regularly with your advisor
- Update Know Your Client form
- Add a Trusted Contact Person (TCP) to your file
 - Has no authority over your account
 - Serve as your emergency contact

REPORT FRAUD

Contact

- Ontario Securities Commission
Toll free: 1-877-785-1555
TTY: 1-866-827-1295
Email: inquiries@osc.gov.on.ca
- Canadian Anti-Fraud Centre
1-888-495-8501
- Your local police

OSC INVESTOR EDUCATION RESOURCES

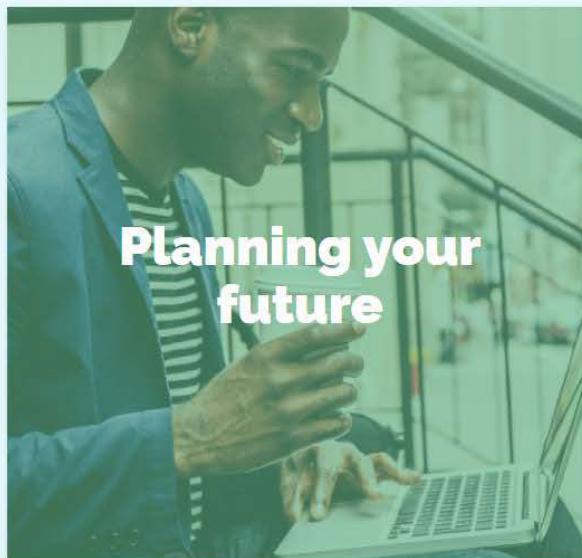
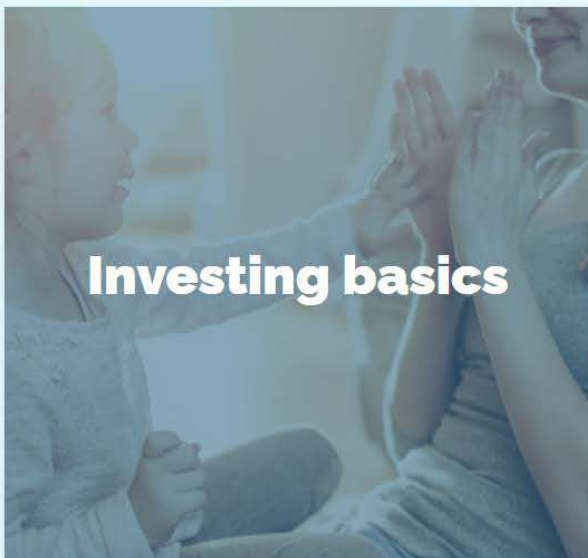
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Get smarter about money

I am looking for...



Checklist: protecting your financial information

Learn how you can keep your financial information safe to avoid financial fraud and identity theft.

It's important to protect your financial information. In particular, it can help you to avoid [identity theft](#) and financial fraud.

Regularly review this checklist.

Keeping your personal information safe

- ✓ Keep your personal identity information private, including your social insurance number, date of birth, driver's license number, etc. Only carry the identity documents you need in your wallet.
- ✓ Store personal documents in a secure place.
- ✓ Never reply to an email or phone call asking you to provide personal information.

Protecting your personal information online

- ✓ Frequently clear your logins, passwords and browser history, especially when using a public computer or network.
- ✓ Keep your anti-virus software up to date and regularly change your passwords.
- ✓ Set better passwords using a combination of letters, characters and numbers. Or, use a password manager that will generate strong passwords that are securely encrypted.
- ✓ Use secure and trusted websites. Learn to spot fake websites and verify legitimate ones.

Online shopping is increasingly popular: 82% of Canadians shopped online in 2020, compared to 73% in 2018. ([Statistics Canada](#))

Protecting your financial information

- ✓ Review your bank and credit card statements, at least monthly, to look for mistakes or unauthorized transactions. Report any issues to your financial institution right away.

TOOLS



Scam Spotter

[+ SEE ALL TOOLS](#)

7 signs of financial elder abuse

Everyone has a role to play in identifying and preventing financial elder abuse. The following are signs to watch for, that it could be happening to an older person you know.

Here are 7 signs of financial elder abuse to look for

#1: The person tells you someone is taking advantage of them

If someone tells you they are being abused, pressured or coerced, it is best to believe them, take their claims seriously, ask questions and offer support.

#2: They are having trouble paying their bills

Despite a history of being financially responsible, bills are not being paid on time. You may notice unpaid bills piling up, collection notices or unopened mail accumulating.

#3: They are no longer buying things they need, like clothes, personal hygiene products, groceries or medications

You notice a decline in their standard of living that is not in keeping with their income or usual habits.

#4: Sudden or large amounts of cash are being withdrawn from their accounts

Unusual changes to a person's financial behavior, especially cash withdrawals or transfers of money are occurring. This is particularly questionable if they do not appear to be spending this money on themselves.

#5: Unexplained disappearances of their possessions, jewelry or art

Precious and valuable items appear to be missing from their homes. This could be a result of theft, pawning or pressured gifting.

#6: Surprising changes to their living arrangements

This can include someone unexpectedly moving in with them (potentially rent-free) or the sudden sale of the person's home.

#7: Misuse of Power of Attorney (PoA)

The PoA makes decisions or takes actions, which are not in the best interests of the older adult. Examples of abuse include theft or misuse of funds or going against the older adult's wishes.

Personal Information Inventory



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Your Personal Information Inventory is a confidential document created to help a trusted contact locate your personal and financial accounts and records in the event that you are unable to provide guidance.

Once completed, this document will contain sensitive information and should be stored in a safe and secure location. Do not store or share the completed document electronically, and avoid making copies. Tell a trusted contact, such as a family member or close friend how to access the document, and take a moment to discuss what you expect of them.

Remember to review your Personal Information Inventory periodically to ensure the information is up to date.

Name _____

Last Updated _____

Personal Information	2
Legal Documents	3
Insurance	4
Professional Advisors	5
Medical Professionals	6
Assets	7
Debts	10
Utilities & Services	12
Digital Accounts	13
Notes	14



Cryptoassets

Investors may be eager to get in on a new trend, but should be wary of the considerable risks that often accompany these products.

- Digital currency
- Not legal tender – not backed by a Canadian central bank
- Price volatility
- Lack of oversight

<https://www.osc.ca/en/industry/registration-and-compliance/registered-crypto-asset-trading-platforms>

INVESTINGQUESTIONS.CA

Your investing questions, our clear answers.

Clear, unbiased answers to your questions on investing, from a trusted source.

Find a question

140



Or [search by category](#) ↓

Can't find what you're looking for? [Ask us a new question!](#)

Latest questions

What disclosure
requirements exist for
investment funds in
Ontario?

Do I have to re-designate
my beneficiaries when I
convert my RRSP to a RRIF?

How long do I have to
renew an expired GIC?

What does daily interest
balance mean?

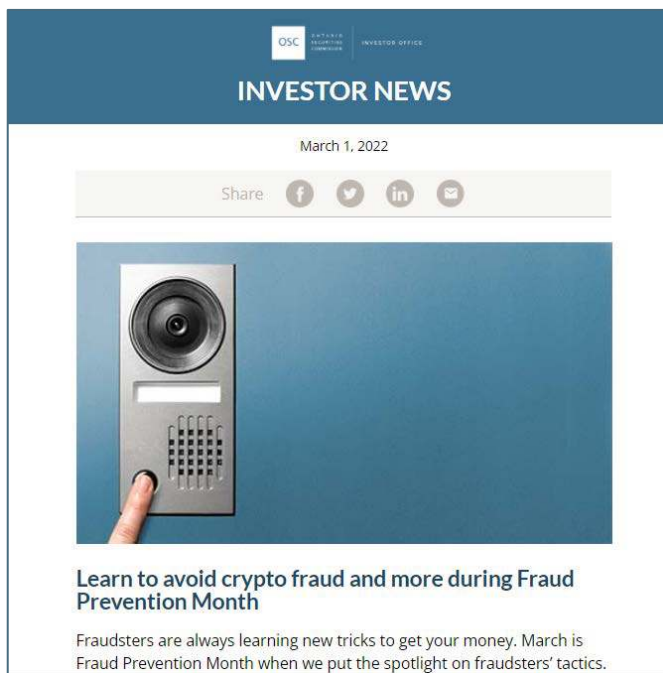
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[GetSmarterAboutMoney.ca](https://www.getsmarteraboutmoney.ca)



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@smarter_money



@GetSmarterAboutMoney



GetSmarterAboutMoney

KEY CONTACT INFORMATION

Phone: 1-877-785-1555

Websites: GetSmarterAboutMoney.ca
OSC.ca

QUESTIONS?



Ontario Securities Commission

20 Queen St. W., 22nd Floor, Toronto, Ontario M5H 3S8

Tel: 1-877-785-1555 **Email:** inquiries@osc.gov.on.ca

 [GetSmarterAboutMoney](#)  [@smarter_money](#)

[Visit InvestorOffice.ca](http://InvestorOffice.ca)



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Fraud Prevention 2022: Show Me The Fraud

Canadian Anti-Fraud Centre



Royal Canadian Mounted Police
Gendarmerie royale du Canada



Competition Bureau
Canada
Bureau de la concurrence
Canada



Ontario Provincial Police

Canada



Overview

- About the Canadian Anti-Fraud Centre
- What is MMF – Mass Marketing Fraud?
- Tools of the Fraudsters
 - Top Solicitation Methods
 - Top Payment Methods
- Top Reported Frauds
- Impact Fraud
- How to Report



The CAFC



Competition Bureau
Canada

Bureau de la concurrence
Canada



Fraud Prevention & Intake Unit

- Accept reports by telephone, mail, fax, police reports
- Validate online FRS reports
- Victims & Attempts of fraud
- Refer reports:
 - High Risk
 - \$10,000+ Victim
 - Cash in Mail
 - New Twist





Senior Support Unit (SSU)

- Approx. 60 Volunteers
 - 50 Seniors & 10 Students
- Follow-up criteria: Over 60 / Victim or At-Risk
- Call Backs – Mail Outs – Presentations
- Special Projects
 - Money Service Business – OLG – Ebay





Operational Support Unit (OSU)

Education

**Investigative
Packages**

**International
Outreach**

Disruption

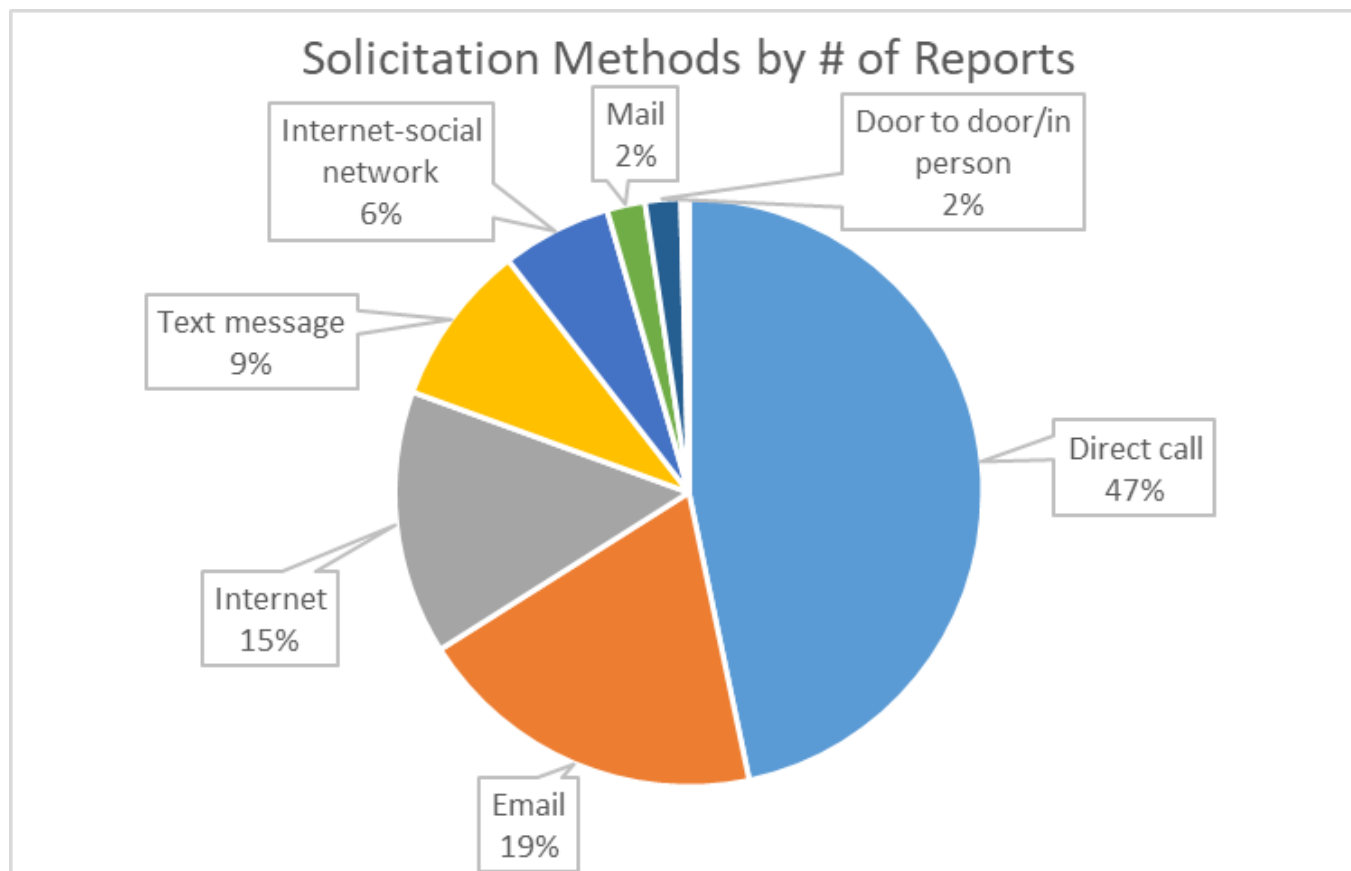


2021 Disruption Initiatives

- **Telephone Numbers:**
1,855
- **Merchant Accounts:**
4,251
- **Email Addresses:**
10,773
- **Bank Accounts:**
18,356



Top Solicitation Methods





Fraud Initiated by Telephone Call

Automated dialing

Robocalls

Spoofing

Delayed Disconnect

National Do Not Call List





Fraud Initiated by Email or Text Message

Spoofting
Automation
Email Compromise



Canada's Anti-Spam Legislation



Fraud Initiated Online



Search Engine Optimization
Pop-Ups
Online Classifieds
Fake Websites
Fake Information
Stolen Credit Cards



Fraud Initiated on Social Networks

Fake Accounts
Social Media Bots
Compromised Accounts
Advertisements





Fraud Initiated by Mail or In Person



Templates
Stamps
Fraudulent Indicia
Employees
High Pressure Sales



COVID-19 Impact

Since the beginning of the COVID-19 pandemic, the Canadian Anti-Fraud Centre (CAFC) has documented an increase in fraud and cybercrime.

With the COVID-19 pandemic ongoing, Canadians confined to their homes are increasingly relying on the Internet and social networks to stay connected. Working from home, online banking, and socializing online have all increased and created new opportunities for fraudsters.

This pandemic also continues to pose financial challenges and uncertainty for many. Whether it is caused by illness or job loss, financial emergencies can be stressful and cause considerable hardship.

A list of COVID-19 reported scams can be found at: <https://antifraudcentre-centreantifraude.ca/features-vedette/2020/covid-19-eng.htm>.



Top 10 Frauds

by number of reports

Fraud Pitch	Reports	Victims	Dollar Loss
Identity Fraud	4853	4853	N/A
Extortion	14202	3160	\$18M
Personal Info	7566	4730	N/A
Phishing	7190	1597	N/A
Counterfeit Merchandise	5200	5151	\$1.1M
Service	5106	3223	\$11.6M
Merchandise	4994	4051	\$12.3M
Vendor Fraud	4038	2431	\$7.8M
Job	3796	1880	\$9.4M
Investment	3442	3077	\$163.9M

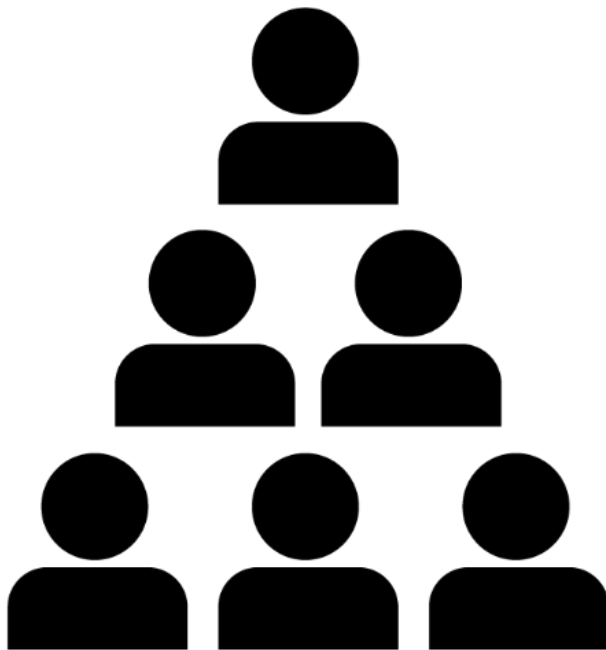


Top 10 Frauds *by dollar loss*

Fraud Pitch	Reports	Victims	Dollar Loss
Investment	3442	3077	\$163.9M
Romance	1928	1365	\$64.6M
Spear Phishing	1817	871	\$54M
Extortion	14202	3160	\$18M
Merchandise	4994	4051	\$12.3M
Service	5106	3223	\$11.6M
Job	3796	1880	\$9.4M
Vendor Fraud	4038	2431	\$7.7M
Loan	570	434	\$6.9M
Bank Investigator	2212	734	\$4.6M



Investment



Any false, deceptive, misleading or fraudulent investment opportunity, often offering higher than normal or true monetary returns. Victims often lose most or all of their money.



Romance



Fraudsters quickly profess their love to gain their victims' trust, affection, and money.



Identity Theft & Fraud

- Identity theft occurs when a victim's personal information is stolen or compromised.
- Identity fraud occurs when the fraudster uses the victim's information for fraudulent activity.



Extortion

Extortion happens when someone unlawfully obtains money, property or services from a person, entity or institution through coercion.





Phishing & Smishing

Phishing/Smishing messages will direct you to click a link to capture your personal and/or financial information.





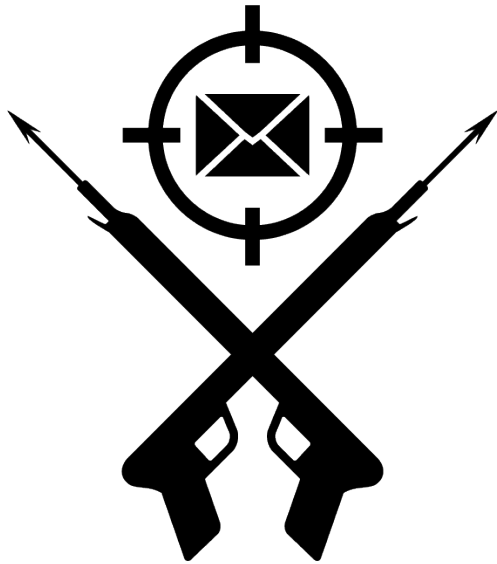
Merchandise

If it sounds too good to be true, it probably is.





Spear Phishing

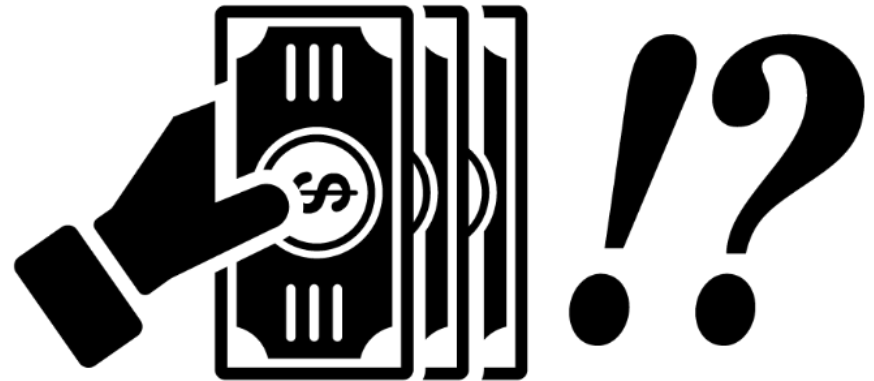


In preparation of a spear phishing attack, fraudsters take their time to collect information on their intended targets, so they can send convincing emails seemingly from a trusted source.



Vendor Fraud

Consumers and businesses selling merchandise or offering their services online are at risk of receiving fraudulent payments.

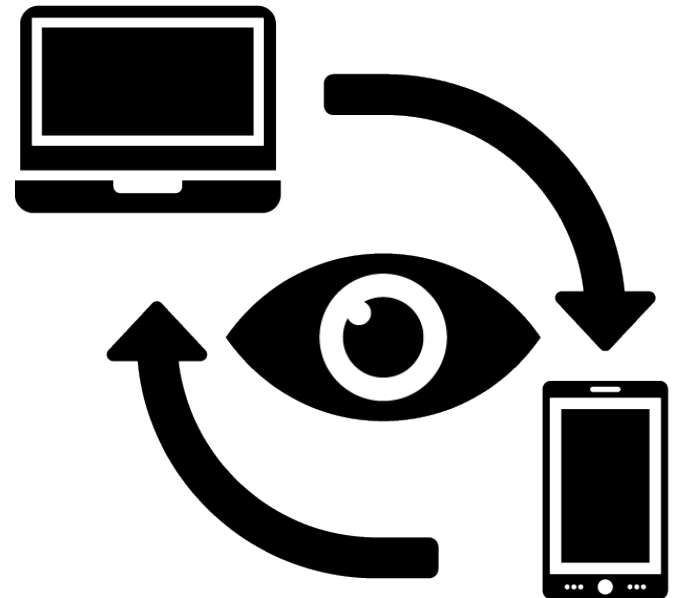




Service

These frauds often involve offers, such as:

- Tech support
- Lower interest rate
- Home repairs & products





Job

The most common fraudulent job advertisements are for:

- Personal Assistant or Mystery Shopper,
- Financial Agent or Debt Collector, and
- Car Wrapping





Fraud is under reported

It is estimated
that **less than**
5% of fraud is
reported to the
CAFC.





What To Do If You're A Victim

If you are a victim of identity theft and/or fraud, you should immediately complete the following steps:

- **Step 1:** Gather the information pertaining to the fraud.
- Step 2:** Contact the two major credit bureaus; Equifax & Trans Union.
- Step 3:** Report the incident to your local law enforcement.
- **Step 4:** Report the incident to the CAFC.
- Step 5:** Review your financial statements and notify them of any suspicious activity.
- Step 6:** Notify your financial institutions and credit card companies, and change the passwords to your online accounts.
- Step 7:** If you suspect that your mail has been redirected, notify Canada Post.
- Step 8:** Notify federal identity document issuing agencies.
- Step 9:** Notify provincial identity document issuing agencies.



How to Report Fraud

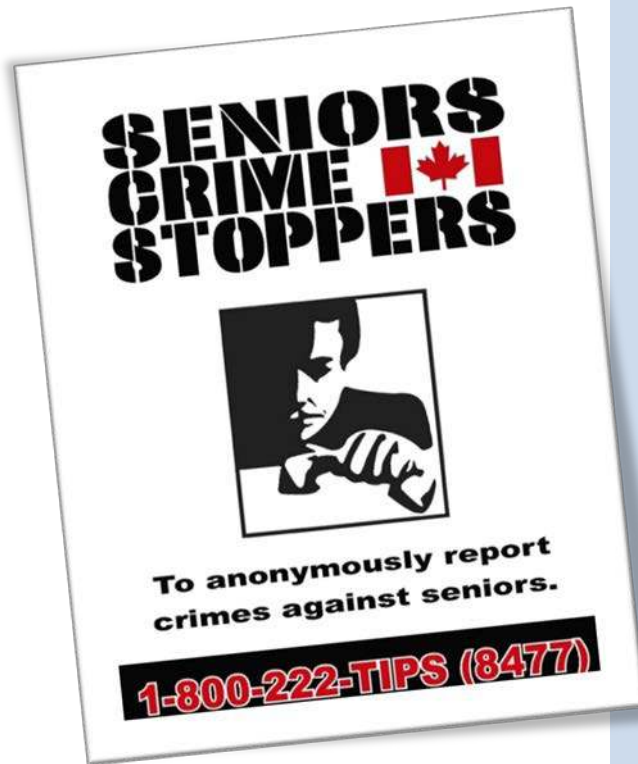
- Toll Free: 1-888-495-8501
- Online: Fraud Reporting System (FRS)
 - (www.antifraudcentre.ca)





Questions?

Report to Police



Call local Police Service
Seniors Support Officers

CrimeStoppers
www.canadiancrimestoppers.org
1-800-222-TIPS (8477)

Credit Report



Equifax and TransUnion

Request from each agency a copy of your credit report and then review it carefully to see if a scammer opened any accounts or incurred debt in your name. Also ask to put an alert on your credit report in case future scam attempts are made under your name.

Equifax : 1-800-465-7166 or
www.equifax.ca

TransUnion : 1-800-663-9980 or
www.transunion.ca

Legal Services



Law Society Referral Service (LSRS)

The Law Society of Ontario has a directory of all lawyers and paralegals licensed in Ontario. If you don't have a lawyer, the LSRS can give you the name of a lawyer or paralegal in your area who can provide 30 minutes of free legal consultation.

Toll-free: 1-800-268-8326

Visit : www.iso.ca and click on "Find a Lawyer or Paralegal"

Legal Supports and Services



Advocacy Centre for the Elderly

1-855-598-2656

www.advocacycentreelderly.org

South Asian Legal Clinic

416-487-6371

<https://salc.on.ca>

Office of the Public Guardian and Trustee

1-800-366-0335

www.attorneygeneral.jus.gov.on.ca



Support for Seniors

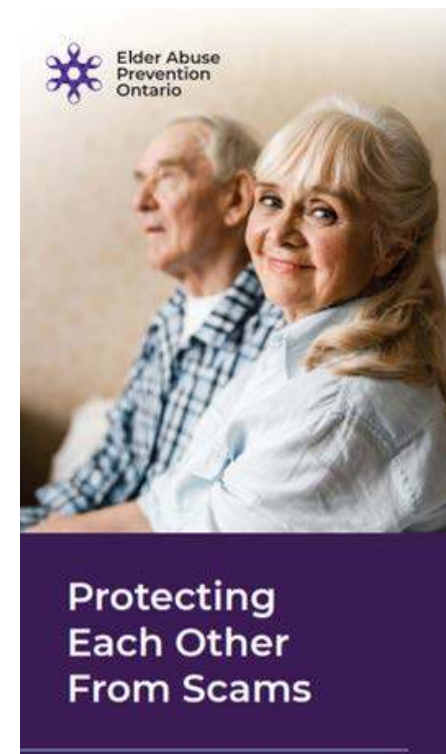
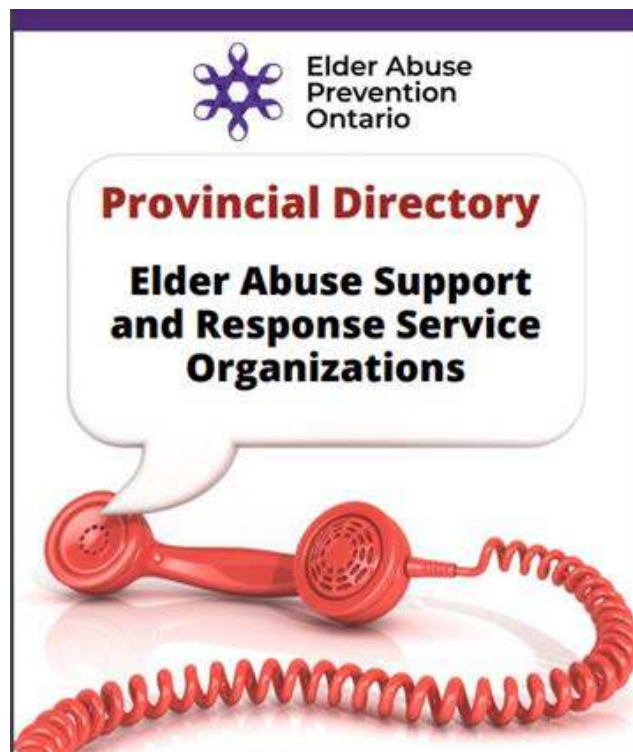
- ✓ **Support**
- ✓ **Information**
- ✓ **Referral**

The logo for the Seniors Safety Line features the words "SENIORS" and "SAFETY LINE" in a purple, sans-serif font. Above the text is a stylized purple icon of two people sitting together. A thin, wavy purple line arches over the text and icon.

1-866-299-1011

-  24/7, 365 days of the year
-  live counsellors, over 200 languages
-  awhl.org/seniors

EAPOO NEW Resources



<https://eapon.ca/factsheets/>



EAPO Resources



Safe and Sound: Protect yourself from frauds and scams

Download Fact Sheet : [English](#) | [French](#) | [Italian](#) | [Korean](#) | [Portuguese](#) | [Russian](#)

Safe & Sound : Guarding your Financial Security

Download Fact Sheet : [English](#) | [French](#) | [Italian](#) | [Korean](#) | [Portuguese](#) | [Russian](#)

Safe and Sound: A tool to Guard your Financial Security

Download Tool: [English](#) | [French](#) | [Farsi](#) | [Punjabi](#) | [Russian](#)

<https://eapon.ca/factsheets/>



Elder Abuse
Prevention
Ontario



AMPLIFYING
OUR COLLECTIVE VOICES
'RIGHTS DON'T GET OLD!'

2022 Virtual Provincial Conference

March 29th 9:00 am – 12:30 pm

REGISTER NOW

Register in advance:

eapon.ca/ProvincialConference2022

LET'S END AGEISM - AND ELDER ABUSE

ASHTON
APPLEWHITE

JOURNALIST, AUTHOR,
& ANTI-AGEISM ACTIVIST

REGISTER
NOW

www.eapon.ca



Master Classes

March 30th

9:30 am – 12:30 pm

Reframing Ageism and Abuse

March 31st

9:30 am – 12:30 pm

**Engagement Interventions and
Promising Practices**

Webinar - SAVE THE DATE!!

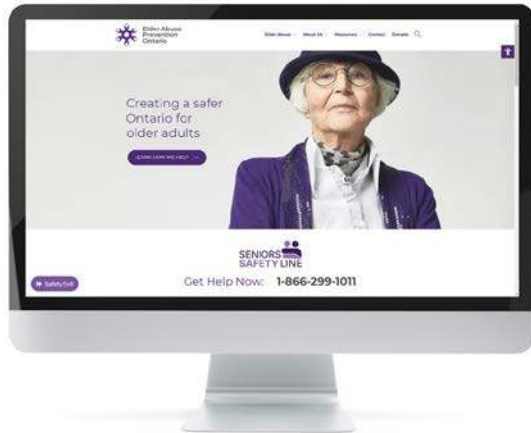
Understanding Ontario's Estate Administration Tax

March 24th , 2022

1pm – 2:30pm

Speaker: Jeremy Bertrand, Senior Program Advisory Specialist, Ontario Ministry of Finance

<https://eapon.ca/eapo-webinars/>



**Elder Abuse
Prevention
Ontario**

Meet the New EAPO...

Come join us in our fight to make
Ontario safe for ALL older adults.

www.eapon.ca



EVALUATION

Please take
a minute
to complete
our survey!





Keep Connected

Elder Abuse Prevention Ontario

Raeann Rideout

Director of Partnerships and
Outreach

Partnerships@eapon.ca

EAPO MAIN OFFICE

416 916 6728

admin@eapon.ca



@EAPreventionON

www.eapon.ca