



Fight Fraud



Elder Abuse
Prevention
Ontario

Recognize, Reject and Report

FREE
Webinar

June 29th, 2022
1:00 - 2:00 pm ET

**FRAUD
PREVENTION**

ASL Provided



Hosted in partnership with:

Ontario Provincial Police -
Community Safety Services & Serious Fraud Office





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.

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.



Co-ordination of
Community Services

Training for
Front-Line Staff

Public Education
and Awareness

3 Pillars of the Strategy



Steven Guiho

Auxiliary A/Inspector, Provincial Auxiliary Program – Conferences and Special Projects
Ontario Provincial Police - Auxiliary

Auxiliary Acting Inspector Steven Guiho has been with the OPP Auxiliary Program for over 17 years working in a variety of positions. He is currently responsible for Provincial Auxiliary Conferences and Special Projects.

Today, he is here to deliver the presentation called “***Fight Fraud***”, which was developed by the OPP Community Safety Services section as well as the Serious Fraud Office.

WEBINAR

GUEST
SPEAKER



FIGHTfraud

FRAUD CAN HAPPEN TO ANYONE

- Don't be ashamed if you have become a victim
- Being a victim of a fraud is stressful – reach out for help

STOP, CHALLENGE, PROTECT

Stop – take a moment and think

Challenge – reject, refuse or ignore

Protect – contact authorities



ROMANCE FRAUD

HOW IT WORKS:

- Offenders use social media/dating sites - create fake profiles.
- They develop relationships with victims
- Once they have gained your trust they will ask you to send money

RED FLAGS

- Profile too good to be true
- Individual professes love quickly and avoids meeting in person
- Claims to live close - but working overseas
- Wants private/different mode of communication
- Tries to isolate you from others

TIPS

- Never send intimate photos/videos of yourself
- Ask specific questions - look for inconsistencies
- Never send/accept money
- Be suspicious if they always cancel plans to meet in person

EMERGENCY FRAUD

HOW IT WORKS:

- Offenders call - pretend to be your loved one in an emergency situation
- Another offender may claim to be police/lawyer representing your loved one.
- They will ask you to send money to help.

RED FLAGS

- Request payment by gift card, money transfer or Bitcoin
- Pressure to send payment by specific time
- Caller makes you feel rushed
- They ask you to keep this secret

TIPS

- Slow things down - verify the story
- Ask questions only your loved one would know
- Resist sharing identifying details
- Confirm whereabouts of family member or friend
- Never provide any personal/financial information over phone

CRA FRAUD

HOW IT WORKS:

- Offender calls claiming to be CRA employee
- Caller claims you have unpaid balances, owe back taxes or have a compromised social insurance number.
- Requests your personal information – threatens arrest if you don't act immediately.

RED FLAGS

- Caller uses threatening or aggressive language
- Threatens to arrest or deport you
- Pressures you to make payment with a prepaid card, gift card or cryptocurrency such as Bitcoin

TIPS

- Never press '1' to speak to an agent
- CRA never send links and ask for personal/financial information
- Never click on links in unsolicited communication
- Always locate legitimate CRA contact information – on your personal documents

BANK INVESTIGATOR FRAUD

HOW IT WORKS:

- Offender calls impersonating a bank official
- Asks for help with bank investigation – employee stealing money.
- They ask you to make a withdrawal from your account to help them
- You meet offender and deliver the cash.

RED FLAGS

- Financial institutions never ask for assistance with internal investigations
- Calls made early morning may catch you off guard
- Offender asks for remote access to your device
- Secrecy - you are told not to discuss with financial institution

TIPS

- Never provide personal information over the phone if you did not initiate the call
- Never give remote access to your device to callers who have called you

SPOOFING

HOW IT WORKS:

- Offender manipulates call display - tricks you into answering phone based on the number/name appearing.
- They may 'spoof' the number making it appear as a local call, a specific organization or your own number.

DELAYED DISCONNECT

HOW IT WORKS:

- Offender asks you to end your current call and immediately call number on back of your card or another number they provide you.
- The original call never completely disconnects
- You end up speaking with the original caller again.

FINAL TIPS

- Hang up on unknown incoming calls or recorded messages
- Keep your personal information private
- If something seems suspicious, there is likely a good reason
- Don't click on links in unsolicited emails, texts or on social media

REPORTING

Gather all information and report incident to:

- Your local police
- The Canadian Anti-Fraud Centre
- The financial institution or payment provider used to send money
- If fraud occurred online report to the website (i.e. dating website)

REPORTING

It is estimated **fewer than 5%** of fraud is reported

CANADIAN ANTI-FRAUD CENTRE

Report online through the Fraud Reporting Centre:
antifraudcentre.ca

Report by phone: **1-888-495-8501**





STOP, CHALLENGE, PROTECT

Stop – take a moment and think

Challenge – reject, refuse or ignore

Protect – contact authorities





THANK YOU

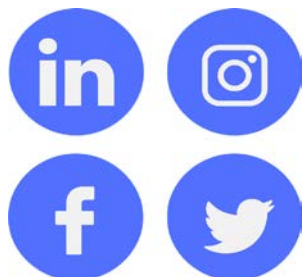


Steven Guiho

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Facebook <https://www.facebook.com/OPPCareers>
Instagram [@OPP_Hire](#)

Website: OPP.ca/Auxiliary

Speaker
Contact
Information

QUESTIONS



Additional Resources

Canadian Anti-Fraud Centre

If you suspect or are experiencing a fraud/scam, report it.

1-888-495-8501

Competition Bureau

File a complaint about a false or misleading advertising

1-800-348-5358

Crime Stoppers

Report crimes anonymously.

1-800-222-TIPS (8477)

Better Business Bureau

www.bbb.org/article/scams/8767-bbb-tips-10-steps-to-avoid-scams

Canada Revenue Agency

www.canada.ca/en/revenue-agency/corporate/security.html

Consumer Protection Ontario

www.ontario.ca/page/consumer-protection-ontario

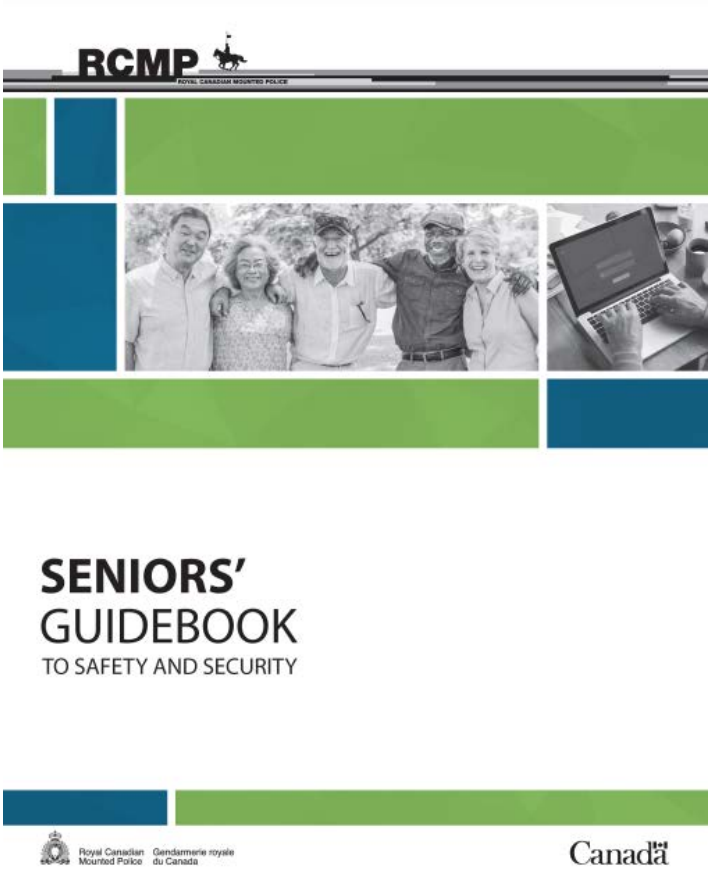
Government of Canada

www.canada.ca/en/revenue-agency/campaigns/fraud-scams.html

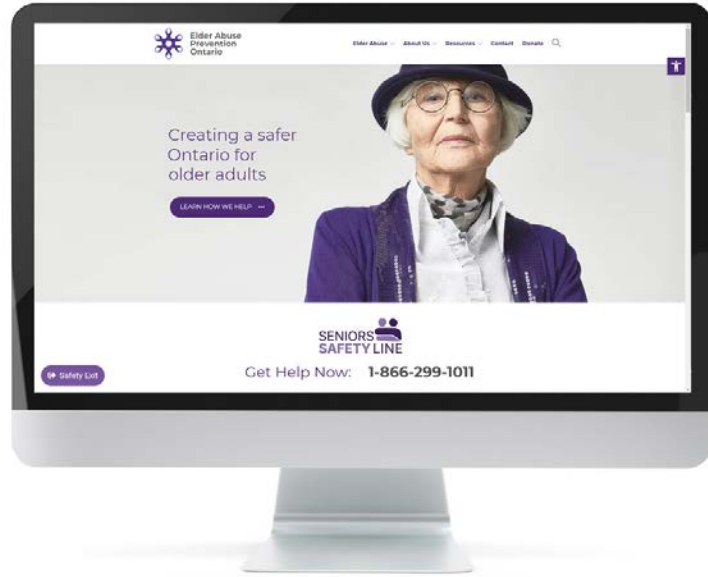
Additional Resources



[Little Black Book of Scams](#)



[Seniors Guidebook to Safety and Security](#)



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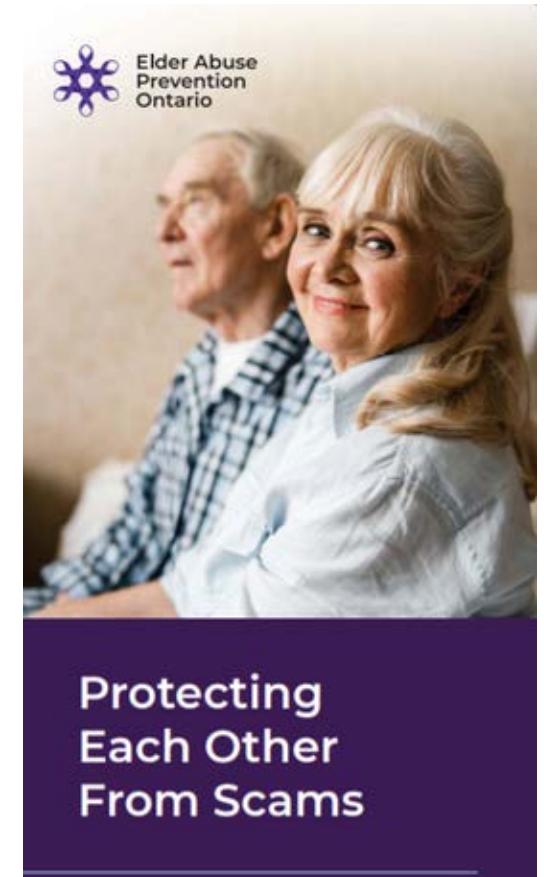
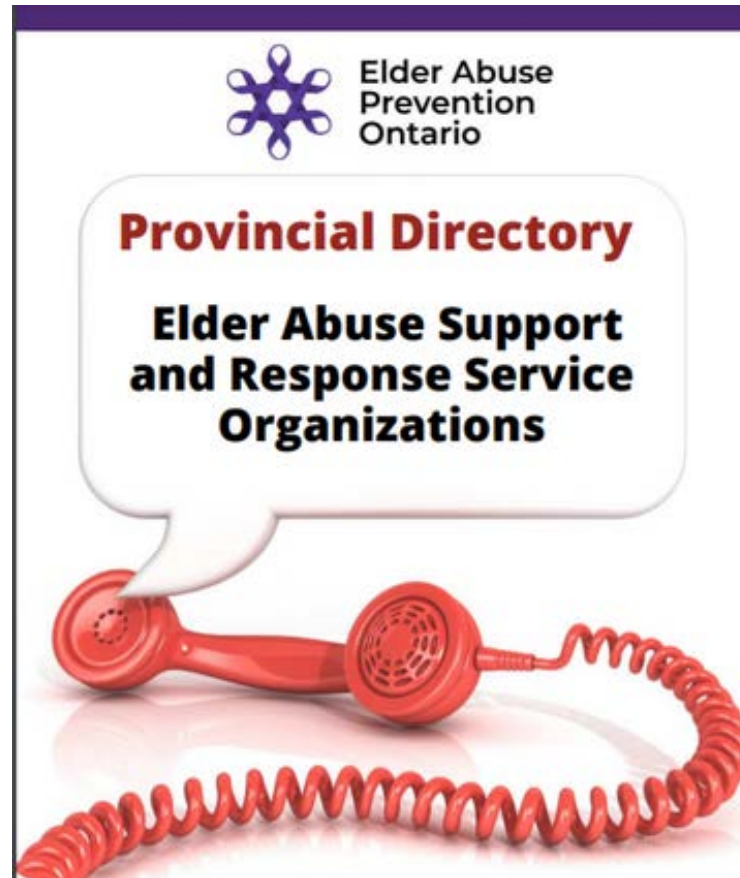
Visit EAPO...

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

www.eapon.ca



EAPOO Resources



Protecting Each Other From Scams
Download in: [English](#)

www.eapon.ca

EAPO Resources

Safe and Sound: Protect yourself from frauds and scams

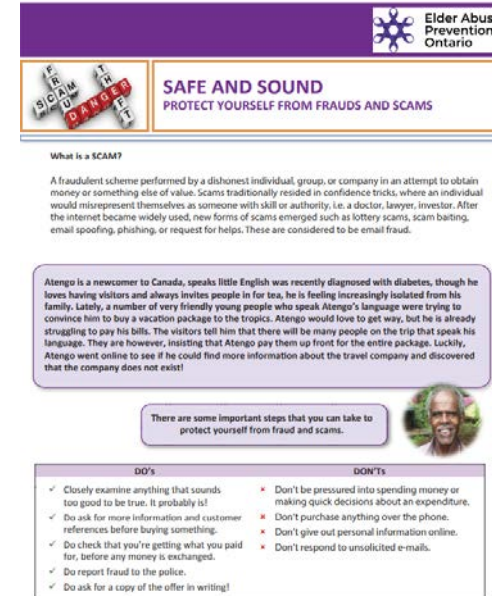
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Safe & Sound : Guarding your Financial Security

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Safe and Sound: A tool to Guard your Financial Security

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Elder Abuse Prevention Ontario

SAFE AND SOUND

PROTECT YOURSELF FROM FRAUDS AND SCAMS

What is a SCAM?

A fraudulent scheme performed by a dishonest individual, group, or company in an attempt to obtain money or something else of value. Scams traditionally resided in confidence tricks, where an individual would misrepresent themselves as someone with skill or authority, i.e. a doctor, lawyer, investor. After the internet became widely used, new forms of scams emerged such as lottery scams, scam baiting, email spoofing, phishing, or request for helps. These are considered to be email fraud.

Atengo is a newcomer to Canada, speaks little English was recently diagnosed with diabetes, though he loves having visitors and always invites people in for tea, he is feeling increasingly isolated from his family. Lately, a number of very friendly young people who speak Atengo's language were trying to convince him to buy a vacation package to the tropics. Atengo would love to get away, but he is already struggling to pay his bills. The visitors tell him that there will be many people on the trip that speak his language. They are however, insisting that Atengo pay them up front for the entire package. Luckily, Atengo went online to see if he could find more information about the travel company and discovered that the company does not exist!

There are some important steps that you can take to protect yourself from fraud and scams.

DO'S	DON'T'S
<ul style="list-style-type: none">✓ Closely examine anything that sounds too good to be true. It probably is!✓ Do ask for more information and customer references before buying something.✓ Do check that you're getting what you paid for, before any money is exchanged.✓ Do report fraud to the police.✓ Do ask for a copy of the offer in writing!	<ul style="list-style-type: none">✗ Don't be pressured into spending money or making quick decisions about an expenditure.✗ Don't purchase anything over the phone.✗ Don't give out personal information online.✗ Don't respond to unsolicited e-mails.

Safe & Sound

A tool to help guard your financial security



**Elder Abuse
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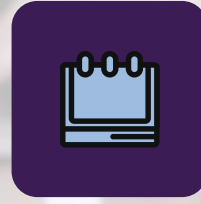


www.eapon.ca



EAPO'S OUTREACH & RESOURCES

Take advantage
of the tools available.



Social media channels



Information and Referral



Website and Zoom platforms



Tools and Resources



Customized Training and
Education

Support for Seniors

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

SENIORS SAFETY LINE 

1-866-299-1011



24/7, 365 days
of the year



live counsellors,
over 200 languages



awhl.org/seniors

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



WE WOULD
APPRECIATE HEARING
FROM YOU.

**Please take a few
minutes to complete
our survey!**



Your Feedback is
important to us!





Contact Us



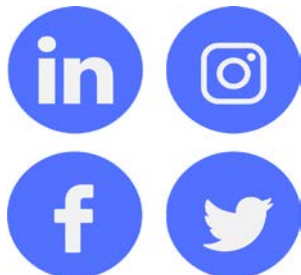
Stay in Touch - Follow-us on Social Media

Raeann Rideout

Director, Provincial Partnerships & Outreach,
Elder Abuse Prevention Ontario

Tel: 705.927.3114

www.eapon.ca



@EAPreventionON

EVERYONE HAS A ROLE TO PLAY IN
#RESTORINGRESPECT FOR SENIORS.

Help us keep
older adults
safe and free
from abuse.



Make a gift,
Make a
difference

<https://eapon.ca/donate>

A purple rectangular tag with a hole on the left side is the central focus. The words "Thank you!" are written on it in a black, cursive font. The tag is placed on a light brown, textured cork surface. Three white daisies with yellow centers are scattered around: one in the foreground to the right, and two in the background, one slightly to the left and one to the right. A light-colored string is looped around the tag and extends across the top left of the frame.

Thank
you!