

Federal Trade Commission Webinar

A white silhouette of a diverse group of people, including men and women of various ages and ethnicities, standing in a line. This silhouette is positioned above a white rounded rectangular box.

Fighting Consumer Fraud & Identity Theft in South Dakota

December 6, 2018

TO HEAR THE WEBINAR CALL 1-800-230-1085

Access Code: 457121

Welcome!

Presenters:

- **Todd Kossow**, FTC Midwest Regional Office
- **Jody Gillaspie**, Office of the South Dakota Attorney General
- **Kevin Koler**, U.S. Attorney's Office for the District of South Dakota
- **Jessie Schmidt**, Better Business Bureau Serving Nebraska, South Dakota, the Kansas Plains & SW Iowa
- **Brent Thompson**, East River Legal Services
- **Gloria Baca**, Centers for Medicare & Medicaid Services
- **Caitlin Christensen**, Senior Medicare Patrol of South Dakota
- **Patti Poss**, FTC

Overview

- **The South Dakota landscape**
- **The latest scams**
- **Identity theft**
- **Working together to fight fraud and identity theft**

TO HEAR THE WEBINAR CALL 1-800-230-1085

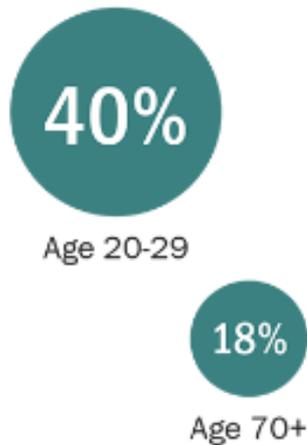
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South Dakota Top Reports - 2017

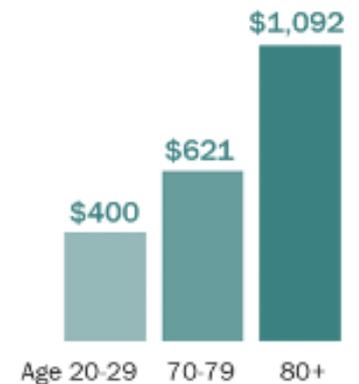
1. Imposter Scams	607	6. Shop-at-Home and Catalog Sales	194
2. Prizes, Sweepstakes and Lotteries	310	7. Auto-Related Complaints	112
3. Telephone and Mobile Services	287	8. Credit Bureaus, Information Furnishers and Report Users	88
4. Debt Collection	233	9. Internet Services	86
5. Banks and Lenders	223	10. Credit Cards	80

Consumer Sentinel Network Data Book 2017

Younger people reported losing money to fraud more often than older people.



But when people aged 70+ had a loss, the median loss was much higher.



For Consumers Who Have Been Scammed:

- **Contact the payment provider**
 - Tell them the transaction was fraudulent
 - Ask for the money back
- **Report the fraud to law enforcement:**
 - [FTC.gov/complaint](https://www.ftc.gov/complaint) or [FTC.gov/queja](https://www.ftc.gov/queja)

THE LATEST SCAMS

IRS IMPOSTER SCAMS

The Internal Revenue Service (IRS) is the government agency that collects federal taxes.

Scammers pretend to be IRS officials to get you to send them money.



You owe us
taxes



IRS Imposters

Tips for Consumers:

- Never send money to anyone who asks
- Requests to wire money or send prepaid cards or gift cards are always scams
- The IRS will never threaten to arrest or deport

www.consumer.ftc.gov/articles/0519-irs-imposter-scams-infographic

IRS Imposters: Twists

- Private debt collection for old IRS debts
- Get a letter first with name of debt collector & authentication number
- *Always pay the IRS directly*
- www.consumer.ftc.gov/blog/2017/04/irs-now-using-private-debt-collectors
- Scammers make IRS deposits, then demand the money
- *Follow the IRS's instructions to return money*
www.consumer.ftc.gov/blog/2018/03/watch-out-these-new-tax-scams

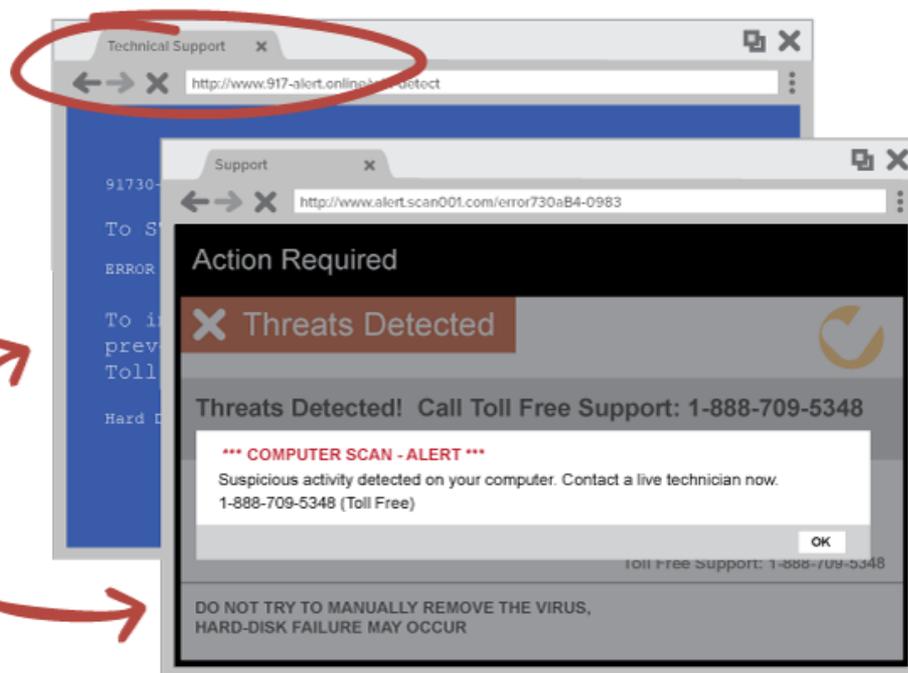
HOW TO SPOT A TECH SUPPORT SCAM

It often starts with a pop-up . . .

Shows up
within your
**internet
browser**

Might
imitate
a blue
error
screen

or trusted
antivirus
software



CALL	NOW	OR ELSE...
Wants you to call a toll-free number	Urges you to call immediately	Threatens that you may lose personal data if you don't call

Tech Support Scams

Tips for Consumers:

- Hang up on callers who say you have a computer problem
- Ignore pop-ups that say to call tech support
- Never share passwords or give remote access
- Questions? Call the legitimate company **before** you do anything

www.consumer.ftc.gov/articles/0346-tech-support-scams

Sweepstakes & Grant Scams



ANITA – Substantive information contained herein for a Major Cash Prize. Please respond immediately!

CASH CLAIM VERIFICATION LETTER MESSAGE: JULY 15, 2014

Dear ANITA:

Pursuant to the headline above and through which we are now contacting you via this dated correspondence, please understand that this is **NOT** a preliminary or qualification letter of cash prize status; **YOU HAVE WON A CASH PRIZE!**

This letter constitutes actual designation of ANITA [redacted] as a cash prize winner! May we offer our warmest wishes at this moment from the management and executive offices, as well as our entire organization and staff.

Please be assured of the accuracy of this documentation!

Your name was identified among a tiny percentage of ALL eligible individuals who could have received this notice. The fact that you have won a cash prize must be thrilling and somewhat overwhelming - we ask that you read carefully. Do not skip ahead. Your response to this letter is **MANDATORY** to claim the cash prize you have been selected to receive.

To initiate issuance of your Prize Check, you must **RETURN THE ACCOMPANYING DOCUMENT** before the deadline date specified on the enclosed according to the rules and terms herein. Failure to do so will invalidate the prize confirmation and result in forfeiture of the Check awaiting dispatch to you directly by secured mail.

We would like to proceed with resolution of your cash prize quickly!

- (#1) Your cash prize will be drawn and paid in single lump sum (Section A / page 2)
- (#2) Sweepstakes report documentation for the total aggregate funds amount of \$1,943,543.54 as noted above is awaiting your reply with processing fee (Section B / page 2) for outright access to the amount noted above. [This is not a mistake.]

The total amount, \$1,943,543.54, being awarded by independent prize sponsors is confirmed and will be resolved at final proceedings pending. We are delighted to provide notification of the winners total entitlement amount, in writing, and to issue upon your reply and payment of the processing fee, full report documents and claim procedures for the maximum aggregate funds as filed by this recorded letter and validated at \$1,943,543.54.

Please take a moment to read and complete the accompanying paperwork carefully. We are prepared to process and make delivery of the cash prize to you. Please use an address on file or telephone and correspondence and insure that your name and address is correct as it

Sweepstakes Scams

- Never pay to collect a so-called prize or grant
- Legit sweepstakes don't make you pay a fee
- www.consumer.ftc.gov/articles/0199-prize-scams

Grant Scams

- No surprise government grants
- No charge for a government grant or for a list of government grants-making agencies
- Grants.gov – one place to apply
- www.consumer.ftc.gov/articles/0113-government-grant-scams

Family Emergency Scams



Family Emergency Scams

Tips for Consumers:

- SLOW DOWN
- Get off the phone and check with a family member or friend. (Even if they say it's a secret)
- Do not wire money or buy a prepaid card or a gift card and give someone the card's numbers
- www.consumer.ftc.gov/articles/0204-family-emergency-scams

Fake Check Scams



www.consumer.ftc.gov/blog/2018/09/anatomy-fake-check-scam

Fake Check Scams

IF IT'S A FAKE CHECK,
WHY IS MONEY IN YOUR ACCOUNT?



WHAT TO DO:



Be wary.
Talk to someone you
trust and contact your
bank before you act.



Never take a check
for more than your
selling price.



Selling online?
Consider using an escrow
or online payment service.



Never send money
back to someone who
sent you a check.



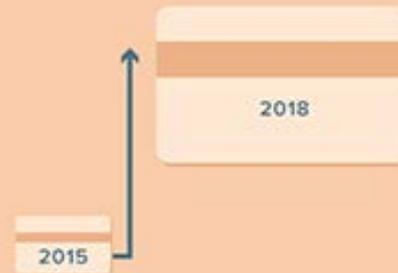
Spot this scam?
Tell the Federal Trade Commission:
[ftc.gov/complaint](https://www.ftc.gov/complaint)

FTC.gov/giftcards

ftc.gov/giftcards

Gift cards and reload cards are the
#1 payment method
for imposter scams.

More scammers are demanding payment with a gift card. The percentage of consumers who told the FTC they paid a scammer with a gift card has increased **270%** since 2015.



Reports to the FTC say scammers are telling people to buy gift cards at **Walmart, Target, Walgreens, CVS and other retail shops.**

42%

of people who paid a scammer with a gift card used **iTunes or Google Play.**

How to **donate wisely** and **avoid scams**



Look up a charity's report & ratings:

- give.org
- charitywatch.org
- guidestar.org
- charitynavigator.org



Never pay by **gift card** or **wire transfer**.
Credit card and **check** are safer.



Watch out for names that only
look like **well-known** charities.



Search the charity name online.

Do people say it's a scam?



Ask **how much** of your
donation **goes to the program**
you want to support.



Donating online?

Be sure where that money is going.

Federal Trade Commission • ftc.gov/charity

Charity Scams

Other tips at:

www.consumer.ftc.gov/articles/0074-giving-charity

Unwanted Calls

- Telemarketing robocalls are more than just annoying: ***they are illegal***
- The FTC has sued operations selling:
 - medical alert and home security systems
 - interest rate reduction services
 - auto warranties
 - free vacations

Unwanted Calls

www.consumer.ftc.gov/features/how-stop-unwanted-calls

- Report them:
 - DoNotCall.gov or 1-888-382-1222
- FTC shares information about reported unwanted calls with phone companies
 - Helps them block numbers
- Don't trust caller ID: easy to spoof
- Just hang up! It's ok to be rude
- Call-blocking technology
 - www.consumer.ftc.gov/articles/0548-blocking-unwanted-calls

Debt Collection and Debt Scams

- **Fake Debt Collection Scams**

www.consumer.ftc.gov/articles/0258-fake-debt-collectors

- **Mortgage Relief & Foreclosure Rescue Scams**

www.consumer.ftc.gov/articles/0100-mortgage-relief-scams

www.consumer.ftc.gov/articles/0193-facing-foreclosure

- **Student Loan Debt Scams**

www.consumer.ftc.gov/articles/1028-student-loans

www.studentaid.ed.gov/sa

Opportunity Scams

- Investments
- Job scams
- Business opportunities



Real People
Achieving Real Results

- ✓ **BE YOUR OWN BOSS**
- ✓ **NO EXPERIENCE NEEDED**
- ✓ **EARN THOUSANDS MONTHLY**
- ✓ **BECOME PART OF A WINNING TEAM**
- ✓ **WORK FROM ANYWHERE IN THE WORLD**

**CALL TODAY AND START
EARNING TOMORROW!**

Small Business Scams

- Unordered supplies
- Business directory listings
- Domain name/website registrations
- Payment processing
- Charity scams

www.FTC.gov/SmallBusiness



IDENTITY THEFT

Someone uses your personal information to

- Open accounts
- File taxes
- Buy things



Examples of Misuse

- Open Credit Cards
- Open Utility Accounts
- Apply for a Tax Refund
- Get a Loan
- Apply for Employment
- Get Medical Care



Impact on Victims

- Denial of credit/loans
- Denial of public benefits
- Denial of medical care
- Denial/loss of employment
- Harassment by debt collectors
- Legal issues/arrest
- Stress/anxiety
- Recovery time/expense



Reduce the Risk

- Review your mail, especially financial statements
- Check your credit report every year:
 - Free report from [AnnualCreditReport.com](https://www.annualcreditreport.com)
- Protect your Social Security and Medicare numbers
- Store documents securely and shred before discarding
- File your taxes as early as you can

Data Breaches

- What can you do?
 - Check your credit reports
 - Review your payment card statements carefully
 - Consider a fraud alert or credit freeze
- To learn more about protecting yourself after a data breach, visit IdentityTheft.gov/databreach.

New Law, New Credit Rights

- FRAUD ALERTS now last one year rather than 90 days
- CREDIT FREEZES are free for all
 - Also for kids under age 16
 - Also for incapacitated adults
- FREE CREDIT MONITORING for active duty military starting May 24, 2019
- For more information, go to ftc.gov/newcreditlaw



Report identity theft and get a recovery plan

Get Started →

or browse recovery steps

IdentityTheft.gov can help you report and recover from identity theft.

HERE'S HOW IT WORKS:



Tell us what happened.

We'll ask some questions about your situation. Tell us as much as you can.



Get a recovery plan.

We'll use that info to create a personal recovery plan.



Put your plan into action.

If you create an account, we'll walk you through each recovery step, update your plan as needed, track your progress, and pre-fill forms and letters for you.

Get started now. Or you can [browse a complete list of possible recovery steps](#).

New Medicare Cards Starting In April 2018

New Card! New Number!

Mailing in 2018

NEW Medicare Card

Current Medicare Card

MEDICARE HEALTH INSURANCE

1-800-MEDICARE (1-800-633-4227)

NAME OF BENEFICIARY
JANE DOE

MEDICARE CLAIM NUMBER
000-00-0000-A

SEX
FEMALE

IS ENTITLED TO
HOSPITAL (PART A) **07-01-2016**
MEDICAL (PART B) **07-01-2016**

SIGN HERE → *Jane Doe*

MEDICARE HEALTH INSURANCE

Name/Nombre
JOHN L SMITH

Medicare Number/Número de Medicare
1EG4-TE5-MK72

Entitled to/Con derecho a
HOSPITAL (PART A) **03-01-2016**
MEDICAL (PART B) **03-01-2016**

Coverage starts/Cobertura empieza



CMS Product No. 12009-P
September 2017

New Medicare Cards – Stay Connected

- Find more technical information, detailed updates, training opportunities, and materials to share on the web:
 - [CMS.gov/newcard](https://www.cms.gov/newcard)
- Comments and questions are always welcome! Send to:
NewMedicareCardSSNRemoval@cms.hhs.gov
 - Information for people with Medicare:
 - [Medicare.gov/newcard](https://www.medicare.gov/newcard)

Report Fraud to the FTC



**FTC.gov/complaint or
FTC.gov/queja
1-877-FTC-HELP**

South Dakota Office of the Attorney General

Division of Consumer Protection

consumer.sd.gov

- Investigate false, misleading, or deceptive trade practices
- Enforce consumer laws designed to protect the public and legitimate business community
- Advise consumers of their basic rights under consumer laws
- Distribute consumer education materials
- Assist in the preparation of legislation designed to protect consumers
- Participate in multi-jurisdictional actions with other state and federal law enforcement agencies
- Advise consumers of complaints on file against specific companies

South Dakota Office of the Attorney General

consumer.sd.gov/consumeralerts.aspx

CONSUMER ALERTS

LAWS

FAST FACTS



RESOURCES

NEWSCASTS

CONTACT US

COMPLAINT
FORM

Consumer Alerts

Attorney General Jackley Provides Holiday Shopping Tips

Wednesday, November 21, 2018

PIERRE, S.D. – With the holiday shopping season already underway, Attorney General Jackley urges consumers to shop with care this holiday season.

[Read More](#)

Attorney General Jackley Warns Consumers of Fictitious Shipping Company

Friday, November 2, 2018

PIERRE, S.D. – Attorney General Marty Jackley is warning consumers to be aware of a fictitious shipping company by the name Sioux Falls Vehicle Carriers that claims to be physically located in Sioux Falls, South Dakota.

[Read More](#)

INBOX ALERTS!

If you want to keep up with all the consumer protection alerts our office releases, please make sure to sign up for our Consumer Alerts. Get the latest consumer protection news delivered straight to your inbox! To sign up, please fill out the following form. Your emails will start immediately. You can cancel at anytime.

Email Address:

I'm not a robot



[Submit](#)

South Dakota Office of the Attorney General

consumer.sd.gov

Holiday Shopping Tips

[Click Here For More Info](#)



DOOR-TO-DOOR

IDENTITY THEFT

MEDICAL

BUSINESS-TO-BUSINESS

CHARITY

South Dakota Office of the Attorney General

consumer.sd.gov

Address:

Office of Attorney General
Division of Consumer Protection
1302 E Hwy 14 Ste 3
Pierre SD, 57501

Email: consumerhelp@state.sd.us

Phone: (605) 773-4400 or 1-800-300-1986 (in-state only)

Fax: (605) 773-7163

U.S. Attorney's Office for the District of South Dakota

- Elder Justice Coordinator: Kevin Koler
- Contact: kevin.koliner@usdoj.gov
- Office number: (605) 330-4400



U.S. Attorney's Office for the District of South Dakota

- Elder Abuse Prevention & Prosecution Act
 - Establishes the Elder Justice Coordinator position in each District and sets out responsibilities.
 - The statute defines “elder” as an individual 60 or older.
 - Work with federal, state, and local counterparts to:
 - Conduct outreach and training
 - Investigate and prosecute cases

Why “Make a Federal Case Out of It?”

- Some matters are suited for federal law enforcement:
 - Indian Country Jurisdiction
 - Interstate or International Schemes
 - Some crimes are federal matters by statute, some examples:
 - Bank fraud
 - Wire fraud
 - Fraud on federal programs

Current National Efforts

- Money Mule Surge
 - Goal is to disrupt “money mule” activities, and thereby disrupt international scams
- Tech Support and Related Scams
 - Goal is to prosecute and bring civil suits
- Takeaway is that there is a new national focus, coordination, funding, and a Congressional mandate
- Ronald Parsons, South Dakota U.S. Attorney, is fully committed to these efforts.

BBB Serving SD, NE, SW IA & KS Plains

300 N. Phillips Ave. Ste 100
Sioux Falls, South Dakota



Better Business Bureau

Mission:

To be the leader in advancing marketplace trust

Vision:

An ethical marketplace where buyers and sellers can trust each other

BBB remains one of the most trusted institutions to report scams



BBB Scam Tracker

BBB Scam Tracker

bbb.org/scamtracker/us

- Invaluable tool for consumers, law enforcement, media and consumer advocates
- Tracks pulse of the marketplace
- More than 115,000 nationally and ?? locally scam reported
- Allows people the ability to see where scams are happening locally and nationally and the ability to search by keyword or geographical region
- These reports are compiled and shared with law enforcement



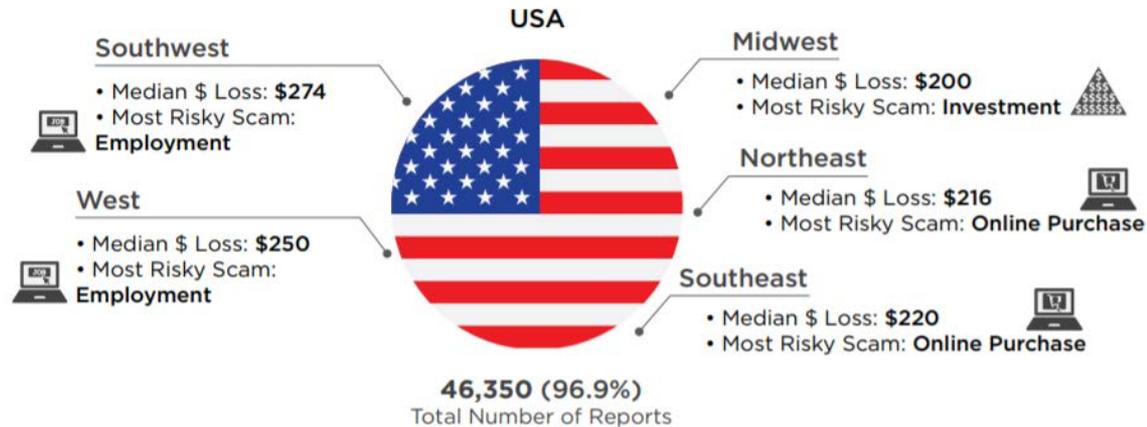
Annual BBB Risk Report

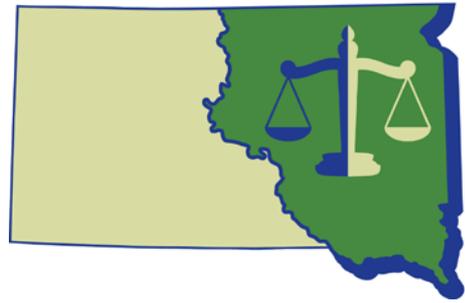
BBB utilizes our Scam Risk Index to determine riskiest scams based on:

- Exposure
- Susceptibility
- Monetary loss

Key findings:

- Young people continue to be at a higher risk for scams
- Susceptibility decreases with age...BUT – dollars lost increases when victims are older
- One of the most common tactics of scammers is impersonation, where the scammer pretends to be a legitimate business that is well known and trusted by the consumer.
- The primary means of contact is telephone, but websites are the top means of contact for scams with monetary loss





ERLS
EAST RIVER LEGAL SERVICES

East River Legal Services

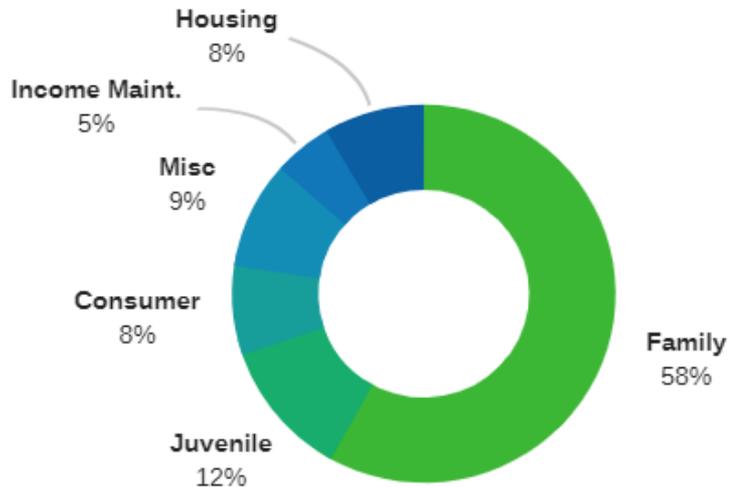


Brent Thompson
Executive Director

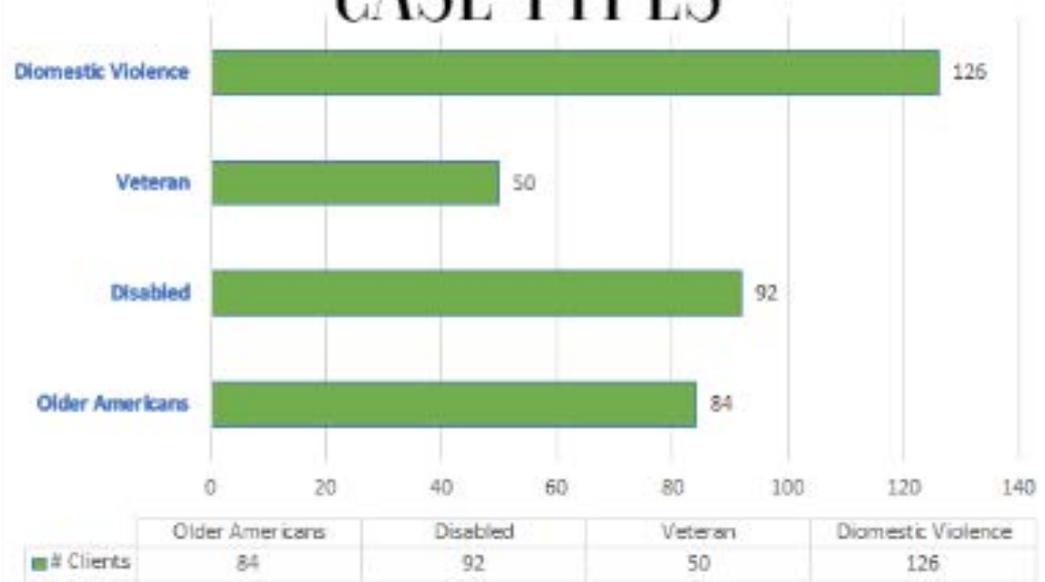


ERIS
EAST RIVER LEGAL SERVICES

2017 CASES BY CATEGORY



CASE TYPES





ERLS
EAST RIVER LEGAL SERVICES

Levels of Service

- ▶ Information and referral for ineligible clients
- ▶ Advice and counsel
- ▶ Brief Service
- ▶ Direct Representation



IN 2017, LEGAL AID IMPACTED 1,300 PEOPLE.

This is over a 50% increase from 2016.

569 Total Cases Handled = 475 Cases Handled & Closed + 94 Cases Continued into 2018



CASE PRIORITIES	
VETERANS	Provide legal assistance to veterans in crisis and stabilize them with regard to food, shelter, income, and health. Remove legal obstacles for veterans and ensure enforcement of applicable laws. Provide legal assistance to veterans with medical care challenges, disability benefits, employment rights, consumer cases, public benefits, housing matters, family law matters, and obtaining legal counsel.
FAMILY	Protecting victims of domestic violence, sexual assault, dating violence, and stalking; preserving stability for children; and addressing systemic problems/issues in the community. Representation in cases involving dissolutions, custody, parenting time, paternity actions, guardianships, and/or other meritorious family law matters to the extent program resources allow.
HOUSING	Prevent homelessness particularly for children and disabled persons, improve conditions of rental housing for low-income individuals and families, ensure that laws protecting low income tenants and subsidized tenancies are enforced, and enforce fair housing laws and practices. Representation includes defending eviction actions (other than those actions involving non-payment of rent), cases involving other landlord/tenant disputes, federally subsidized housing, and/or other meritorious housing cases as resources allow.
OLDER AMERICANS	Provide legal assistance to older Americans in crisis and stabilize them with regard to food, shelter, income, and health. Ensure enforcement of applicable laws. Assistance can include medical care challenges, disability benefits, employment rights, consumer cases, public benefits, housing, family law matters, obtaining legal counsel, and other legal matters as resources allow.
MAINTAINING ECONOMIC STABILITY	Accept cases where clients and/or their families are denied eligibility for benefits, threatened with the loss of benefits from needs-based public assistance programs or with the loss of eligibility for a publicly funded medical program, and other civil cases that impact on eligibility for or receipt of public assistance to the extent resources permit. Examples include food stamps, TANF, childcare, SSI, and SSDI benefits.



ERLS
EAST RIVER LEGAL SERVICES

CLIENT DEMOGRAPHICS 2017

52% of all households
helped included

CHILDREN



10% of all
clients were
OLDER ADULTS
(60+)

25%
Male



75%
Female



72 cases involved

DOMESTIC
VIOLENCE

50 cases involved
U.S. VETERANS



These cases IMPACTED
97 PEOPLE

PREVENTED
75% of evictions





ERLS
EAST RIVER LEGAL SERVICES



Contact Us

Phone: (605) 336-9230

Apply for services: <https://www.sdlawhelp.org/apply>

Website: <http://erlservices.org/>

Senior Medicare Patrol (SMP) Program

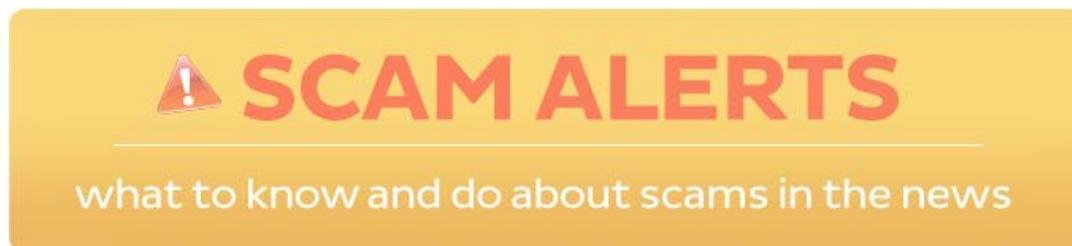
SMP Mission

Empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

- SMP is an education and prevention program that teaches people with Medicare how to prevent, detect, and report health care fraud
- There's an SMP in every state, D.C., Puerto Rico, and Guam
 - Find your local SMP at www.SHIINE.net or call 605-394-2276.
- SMPs oversee a volunteer-based network of 6,200 team members and provide a link from Medicare beneficiaries to fraud investigators
- Funded by the Administration for Community Living (ACL)

HOW CAN WE WORK TOGETHER TO FIGHT FRAUD AND IDENTITY THEFT?

Keep up with the latest scams and share with your community



- Sign up for scam alerts at [FTC.gov/scams](https://www.ftc.gov/scams)
- Share these alerts on your website, in your newsletter or emails, or on social media

Keep up with the latest scams and share with your community

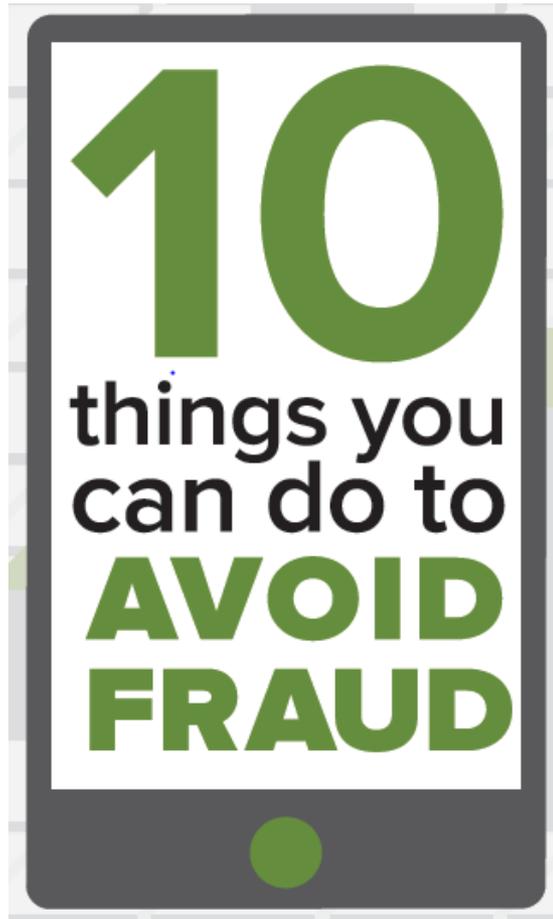
- Follow us on social media and share:
 - @FTC
 - @laFTC
 - @MilConsumer
 - Facebook.com/FederalTradeCommission
 - Facebook.com/MilitaryConsumer

Use and Share Free FTC Resources

- [Consumer.FTC.gov](https://consumer.ftc.gov): hundreds of fraud articles
- [Consumer.gov](https://consumer.gov): consumer protection basics, plain and simple
- [FTC.gov/PassItOn](https://ftc.gov/PassItOn): helping older adults protect others from fraud
- YouTube.com/FTCVideos: view and share videos

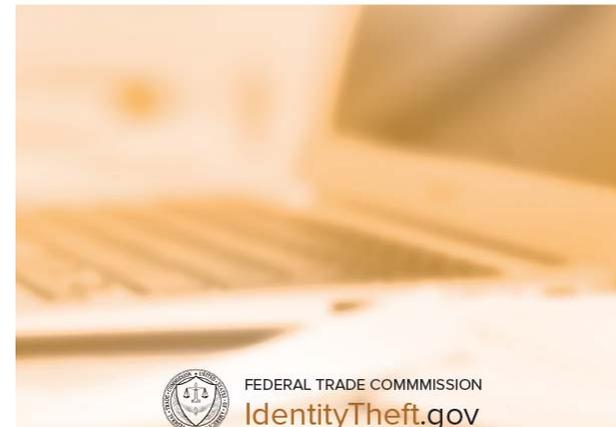
Use and Share Free FTC Resources

Bulkorder.FTC.gov



Identity Theft

What to know, What to do



Talk to Us

- **Help for South Dakota's Congressional delegation**
 - Derick Rill, FTC's Office of Congressional Relations
drill@ftc.gov or 202-326-3007
- **Consumer Sentinel Network**
www.ftc.gov/enforcement/consumer-sentinel-network
 - Law enforcement groups can obtain access to complaints by contacting Nick Mastrocinque at nmastrocinque@ftc.gov

Thank you for joining us!

Speakers:

- **Todd Kossow**, FTC Midwest Regional Office
- **Jody Gillaspie**, Office of the South Dakota Attorney General
- **Kevin Koliner**, U.S. Attorney's Office for the District of South Dakota
- **Jessie Schmidt**, Better Business Bureau Serving Nebraska, South Dakota, the Kansas Plains & SW Iowa
- **Brent Thompson**, East River Legal Services
- **Gloria Baca**, Centers for Medicare & Medicaid Services
- **Caitlin Christensen**, Senior Medicare Patrol of South Dakota
- **Patti Poss**, FTC

Thank you for joining us!

Slides available at: Consumer.gov/StateWebinars

Please spread the word to fight fraud and identity theft throughout South Dakota!

Feedback about the webinar:
everycommunity@ftc.gov

