

Federal Trade Commission Webinar



**Fighting Consumer Fraud &
Identity Theft in Hawaii**

April 26, 2018

TO HEAR THE WEBINAR CALL 1-800-260-0702

Welcome!

Speakers:

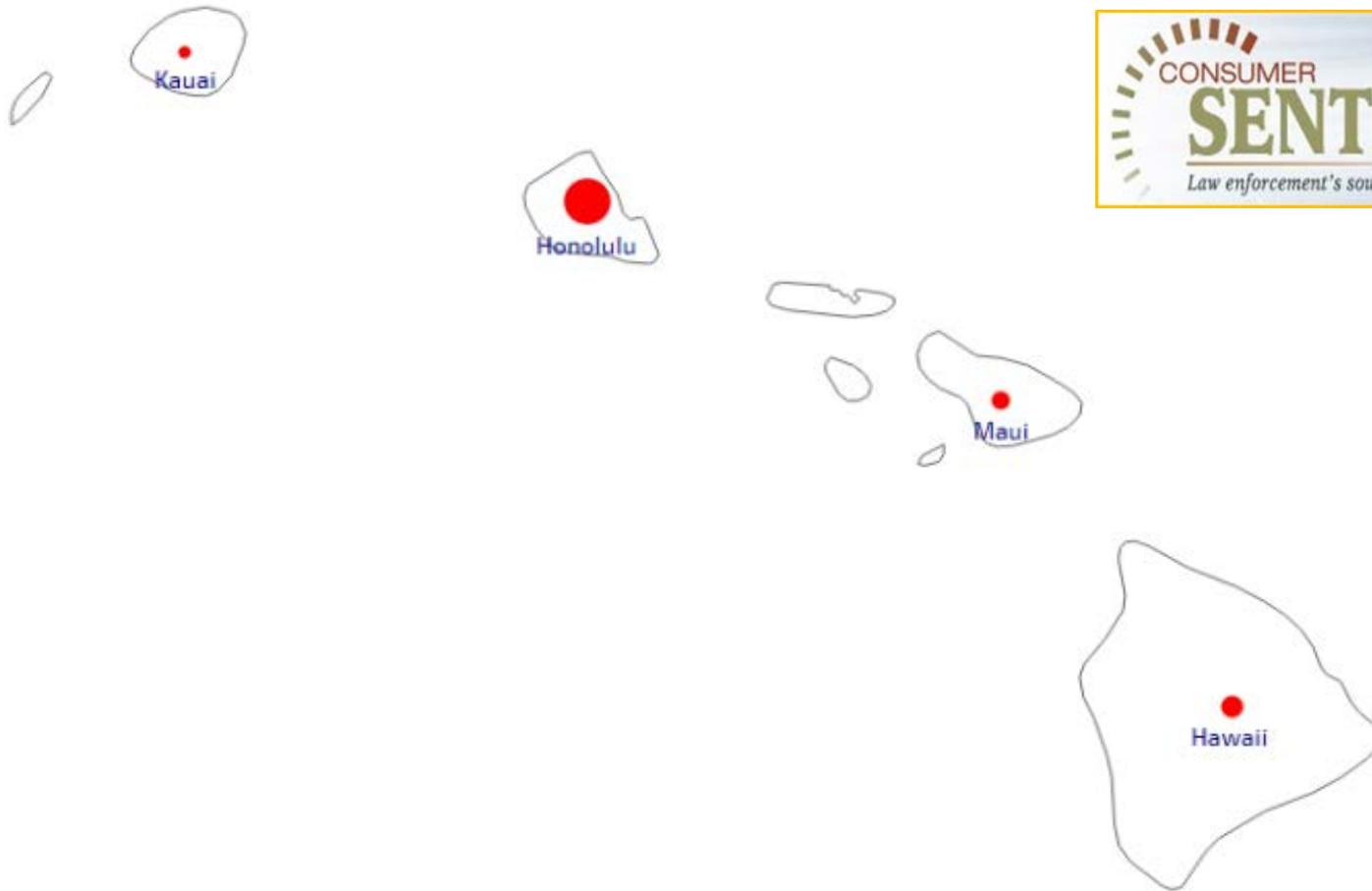
- **Faye Chen Barnouw**, FTC Western Regional Office
- **Stephen H. Levins**, Hawaii Department of Commerce and Consumer Affairs, Office of Consumer Protection
- **Dickon Chan**, Centers for Medicare & Medicaid Services
- **Monica Luat**, Legal Aid Society of Hawai'i
- **Jason Kama**, Better Business Bureau Northwest + Pacific
- **Laurie Paleka**, Senior Medicare Patrol Hawaii
- **Patti Poss & Lisa Schifferle**, FTC

Overview

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

TO HEAR THE WEBINAR CALL 1-800-260-0702

Fraud & Identity Theft Reports in Hawaii for 2017



Hawaii Top Reports - 2017

1. Imposter Scams	1,105	6. Debt Collection	425
2. Prizes, Sweepstakes and Lotteries	705	7. Auto-related Complaints	372
3. Telephone and Mobile Services	679	8. Credit Bureaus, Information Furnishers and Report Users	259
4. Banks and Lenders	438	9. Credit Cards	180
5. Shop-at-Home/Catalog Sales	426	10. Internet Services	180

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

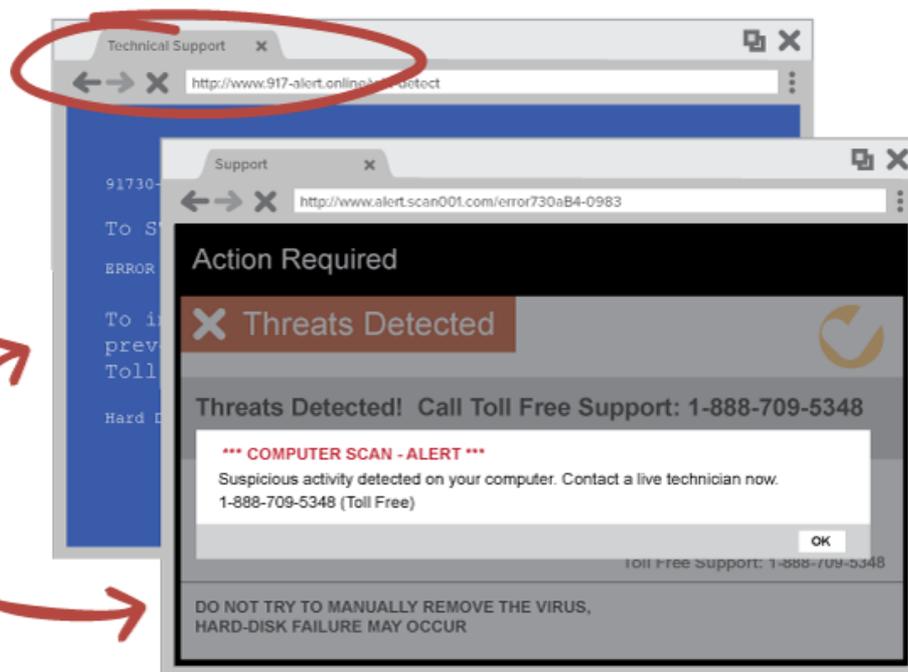
HOW TO SPOT A TECH SUPPORT SCAM

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

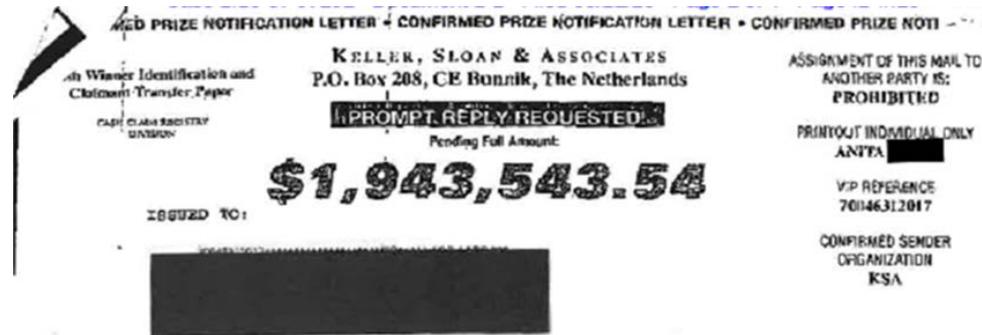
Tech Support Scams

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

<https://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 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 proceeding fee (Section B / page 2) for outright access to the amount listed 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 within your state upon to follow all instructions and requirements, and inspect 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

Charity Scams



“ . . . thank you for your kind and generous donation on behalf of the Children’s Cancer Fund of America. You’re helping these children with their hospice equipment, medical supplies, and medication . . . ”

LIES

Charity Scams

Tips for Consumers:

- “No thanks” and hang up; or “I don’t give money over the phone. If you send something in writing, I’ll consider it”
- Do some research:
 - [give.org](https://www.give.org); [charitynavigator.org](https://www.charitynavigator.org); [charitywatch.org](https://www.charitywatch.org);
[guidestar.org](https://www.guidestar.org)

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

- Report them:
 - [DoNotCall.gov](https://www.donotcall.gov) or 1-888-382-1212
- 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

How to Stop Unwanted Calls

www.consumer.ftc.gov/articles/how-stop-unwanted-calls-landline

How to stop unwanted calls ON A MOBILE PHONE



See what **built-in features** your phone has.



See what services your **carrier** offers.



Download a **call-blocking app**.

- Some apps are **free**, but others charge a monthly **fee**.
- Some apps will **access your contacts**.
- Calls might be **stopped, ring silently**, or go straight to **voicemail**.



Report unwanted calls at ftc.gov/complaint

FEDERAL TRADE COMMISSION • ftc.gov/calls

How to stop unwanted calls ON A LANDLINE



See what services your **carrier** offers.



Install a **call-blocking device**. Some use **blacklists** to

- stop unwanted calls
- divert calls to voicemail

Some use **whitelists** of approved numbers.



Some services are **free**, but others charge a monthly **fee**.



Report unwanted calls at ftc.gov/complaint

FEDERAL TRADE COMMISSION • ftc.gov/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.StudentAid.gov/repay

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

Equifax Data Breach

- Check if you're affected: equifaxsecurity2017.com
- What can you do?
 - Monitor your accounts
 - Fraud alert or credit freeze
 - File taxes early
- Visit ftc.gov/equifax



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.

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 (1-800-633-4225)

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	Coverage starts/Cobertura empieza
HOSPITAL (PART A)	03-01-2016
MEDICAL (PART B)	03-01-2016



CMS Product No. 12000-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**

Office of Consumer Protection

www.cca.hawaii.gov/ocp

- The Office of Consumer Protection (“OCP”) is a division of the State of Hawaii Department of Commerce and Consumer Affairs (“DCCA”).
- OCP is the primary agency responsible for reviewing, investigating and prosecuting allegations of unfair or deceptive trade practices in consumer transactions.
- In addition to its enforcement powers, OCP provides consumer education and promotes awareness of important consumer protection issues through its programs, media releases, and educational materials.

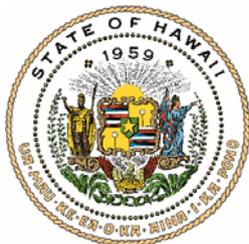


Office of Consumer Protection

www.cca.hawaii.gov/ocp

OCP handles a wide variety of complaints, including:

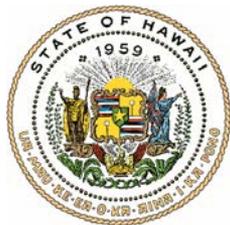
- Unfair or deceptive acts or practices
- Privacy / Security Breaches / Identity Theft
- Internet scams
- Foreclosure rescue scams
- Telemarketing
- Misrepresentations involving drugs
- Deceptive advertising
- Door to door sales
- Refunds and exchanges
- Motor vehicle rental
- Travel clubs
- Airbag cases (Takata)



Office of Consumer Protection

Need to file a complaint or talk to a trained investigator?

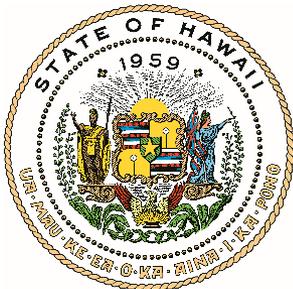
- Call the Consumer Resource Center at (808) 587-4272.
- Neighbor Islands please call toll-free:
 - Kauai (808) 274-3141, ext. 74272
 - Maui (808) 984-2400, ext. 74272
 - Hawaii Island (808) 974-4000, ext. 74272
 - Molokai & Lanai 1-(800)-468-4644, ext. 74272



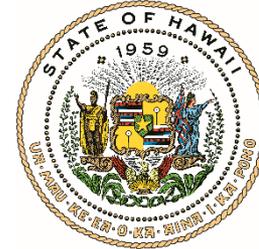
Office of Consumer Protection

OCP also is responsible for providing the general public with information about the Hawaii Residential Landlord-Tenant Code through its Landlord-Tenant Information Center.

- Landlord-Tenant Information Center
 - Call (808) 586-2634
 - Monday-Friday, except State holidays
 - 8:00 a.m. to Noon



Department of Commerce and Consumer Affairs



Visit DCCA informational booths at community events across the state. Find useful information on preventing fraud and helpful brochures on many consumer issues. If you are interested in having DCCA at your event, please contact the programs listed below for availability. Our Consumer Education programs are available for your community event.

- Consumer Education Program - (808) 586-2760
- Division of Consumer Advocacy Education Program – (808) 586-2800
- Insurance Education Program – (808) 586-2790
- Investor Education Program – (808) 587-7400

Go to www.cca.Hawaii.gov/consumer-outreach/ for a list of upcoming DCCA events.

Legal Aid Society of Hawai'i

Get Help:

- www.legalaidhawaii.org
- Call intake line at 808-536-4302, or 1-800-499-4302
Monday-Friday 9:00-11:30 a.m.-1:00-3:30 p.m.
- Main office location: 924 Bethel Street, Honolulu, HI 96813



Current Trends

- **Debt Collection**
 - Debt Buyers (i.e. not the Original Creditor)
- **Copyright Trolling**
 - Copyright Infringement for allegedly downloading a movie
 - “Threat Letter”
 - Settlement without admitting liability (\$3,000 - \$5,000)
 - Minimum and maximum amount awarded in statutory damages per work (\$750 - \$150,000 according to 17 U.S. Code § 504)
 - Damages awarded above the minimum amount are rare
- **Legal Aid Donation Scam**
 - Contact Hawai‘i’s Department of the Attorney General at 808-586-1500
 - Donotcall.gov
 - Reduce telemarketing calls: 1-888-382-1222 or 1-866-290-4236 (TTY)



Legal Aid Society of Hawai'i

Senior Legal Hotline

Oahu: 808-536-0011

Toll Free: 1-888-536-0011



Better Business Bureau



To check out or report a business or charity go to www.bbb.org

To report a scam or learn more about scams in your area, visit bbb.org/scamtracker

Better Business Bureau Northwest + Pacific

1132 Bishop Street, Suite 615, Honolulu, HI 96813

info@thebbb.org, p: (808) 536-6956

Senior Medicare Patrol (SMP) Program

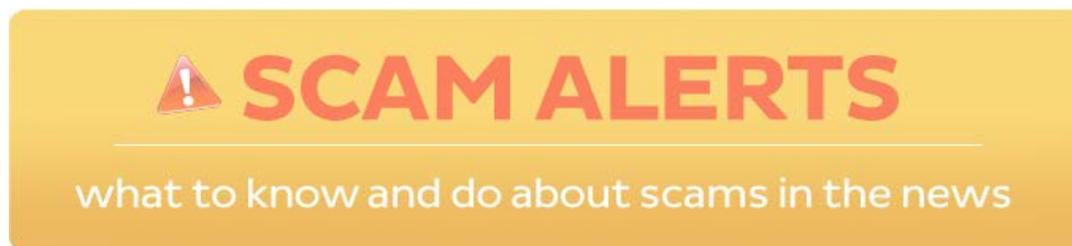
SMP Mission

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.smpresource.org
- 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

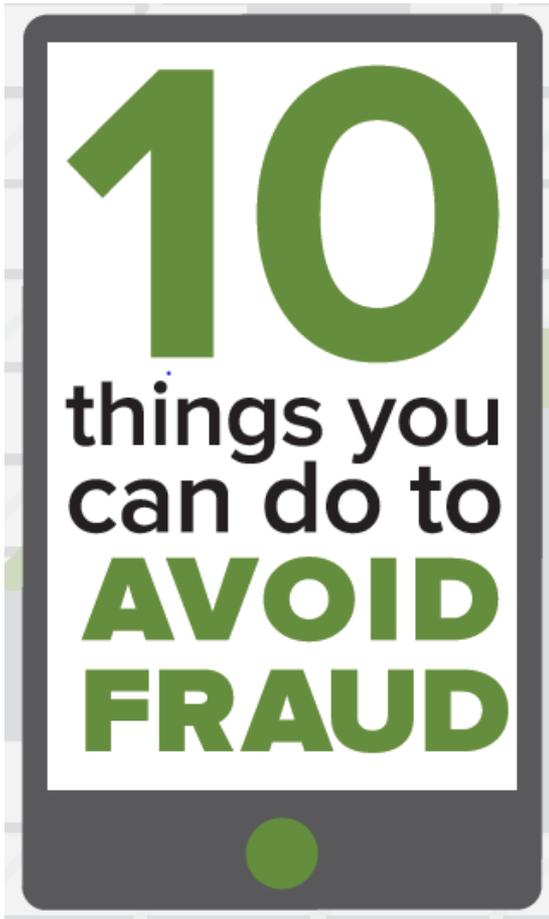
- Follow us on social media and share:
 - @FTC
 - @laFTC
 - @MilConsumer
 - Facebook.com/FederalTradeCommission
 - Facebook.com/MilitaryConsumer

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](https://youtube.com/FTCVideos): view and share videos

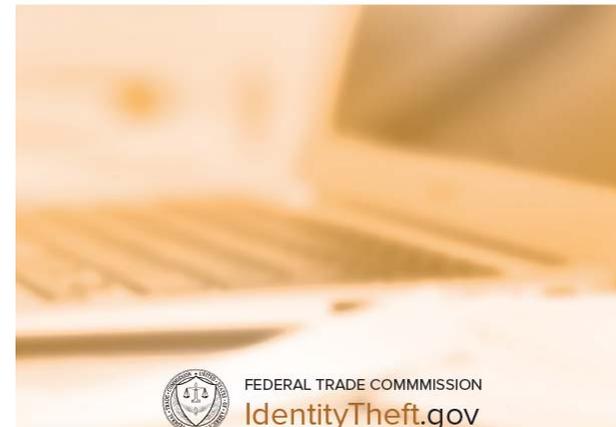
Use and Share Free FTC Resources

Bulkorder.FTC.gov



Identity Theft

What to know, What to do



Talk to Us

- **Help for Hawaii'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:

- **Faye Chen Barnouw**, FTC Western Regional Office
- **Stephen H. Levins**, Hawaii Department of Commerce and Consumer Affairs, Office of Consumer Protection
- **Dickon Chan**, Centers for Medicare & Medicaid Services
- **Monica Luat**, Legal Aid Society of Hawai'i
- **Jason Kama**, Better Business Bureau Northwest + Pacific
- **Laurie Paleka**, Senior Medicare Patrol Hawaii
- **Patti Poss & Lisa Schifferle**, FTC

Thank you for joining us!

Slides available at: [Consumer.gov/StateWebinars](https://www.consumer.gov/StateWebinars)

***Please spread the word to fight fraud and
identity theft throughout Hawaii***

Feedback about the webinar:
everycommunity@ftc.gov

