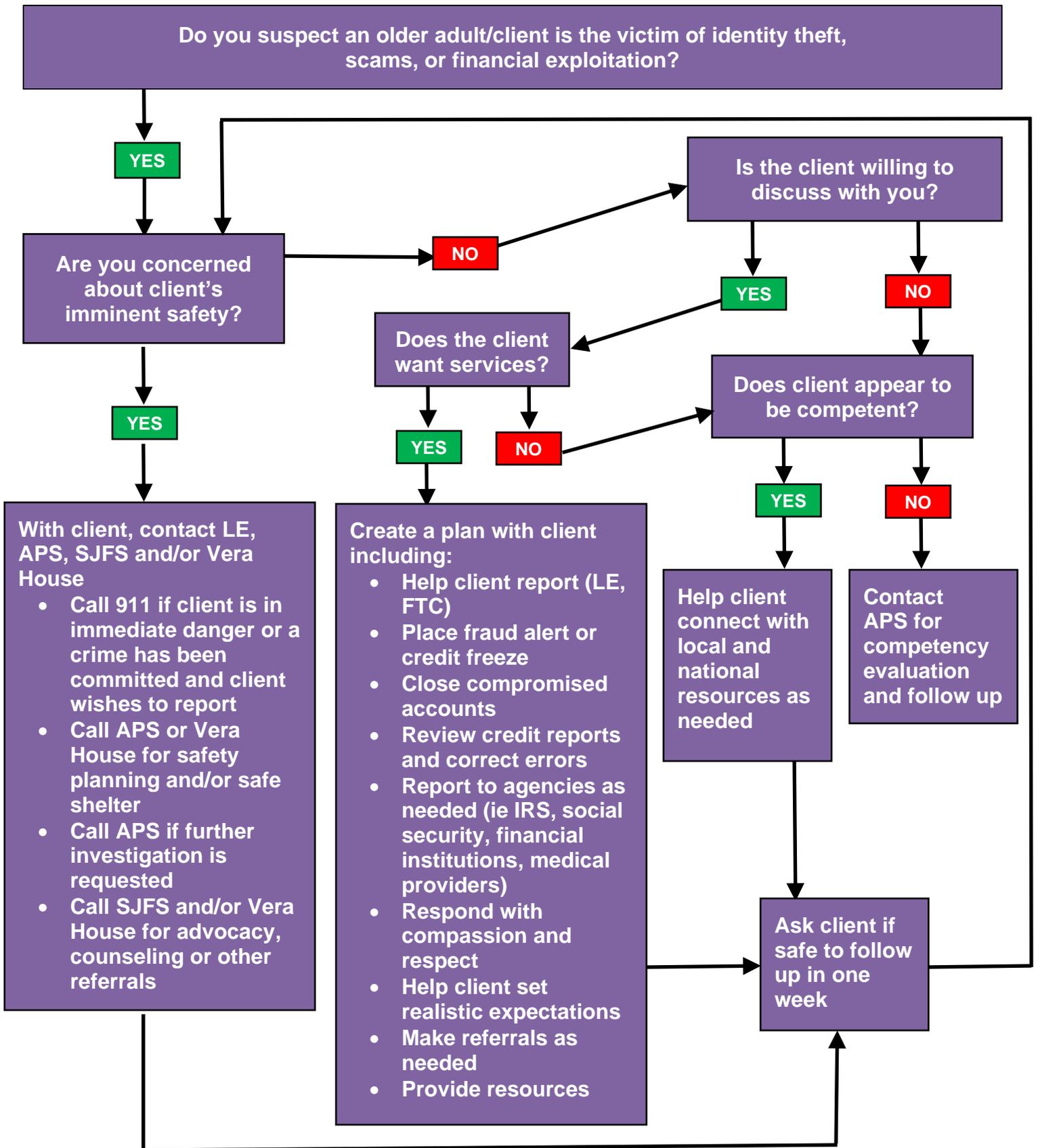


# Identity Theft and Scams Decision Tree



APS – Adult Protective Services  
 FTC- Federal Trade Commission

LE – Law Enforcement  
 SJFS – Syracuse Jewish Family Service



Educate client about identity theft, scams, and financial exploitation. Facilitate referrals as needed. Consider:

- Law Enforcement: if crime was committed and client wishes to report.
- Adult Protective Services: further investigation, community supports, guardianship.
- Doctor: physical, cognitive, or mental health concerns.
- Attorney: evictions, Power of Attorney, etc.
- Vera House: advocacy, counseling, referrals, after-hours and weekend support.
- Syracuse Jewish Family Service: counseling and advocacy if cognitive concerns.
- Office for Aging: community resources.
- Maintain contact and supportive relationship with client if client agrees.

#### **CREDIT REPORTING AGENCIES:**

- Equifax: 1-800-525-6285 or [www.equifax.com](http://www.equifax.com)
- Experian: 1-888-397-3742 or [www.experian.com](http://www.experian.com)
- TransUnion: 1-800-680-7289 or [www.transunion.com](http://www.transunion.com)
- Annual Credit Report: 1-877-322-8228 or [www.annualcreditreport.com](http://www.annualcreditreport.com)

#### **LIMITING CONTACT:**

- Do Not Call Registry: 1-888-382-1222 or [www.donotcall.gov](http://www.donotcall.gov)
- Opt out of credit card offers: 1-888-567-8688 or [www.optoutprescreen.com](http://www.optoutprescreen.com)
- Robo-call blocking: [www.nomorobo.com](http://www.nomorobo.com) (free for landlines, monthly fee for mobile devices)

#### **LOCAL RESOURCES:**

- Adult Protective Services: 315-435-2815 or [www.ongov.net/aps](http://www.ongov.net/aps)
- Office for Aging: 315-435-2362 or [www.ongov.net/aging](http://www.ongov.net/aging)
- Syracuse Jewish Family Service: 315-446-9111 or [www.sjfs.org](http://www.sjfs.org)
- Syracuse Regional Attorney General's Office: 315-448-4848 or [www.ag.ny.gov/syracuse-regional-office](http://www.ag.ny.gov/syracuse-regional-office)
- Vera House: 315-468-3260 or [www.verahouse.org](http://www.verahouse.org)

#### **NATIONAL RESOURCES:**

- Cybercrime Support Network: [www.fightcybercrime.org](http://www.fightcybercrime.org)
- Identity Theft Resource Center: 1-888-400-5530 or [www.idtheftcenter.org](http://www.idtheftcenter.org)
- Federal Trade Commission: 1-877-438-4338 or [www.ftc.gov](http://www.ftc.gov)
- National Elder Fraud Hotline: 1-833-372-8311 or [www.ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope](http://www.ovc.ojp.gov/program/stop-elder-fraud/providing-help-restoring-hope)