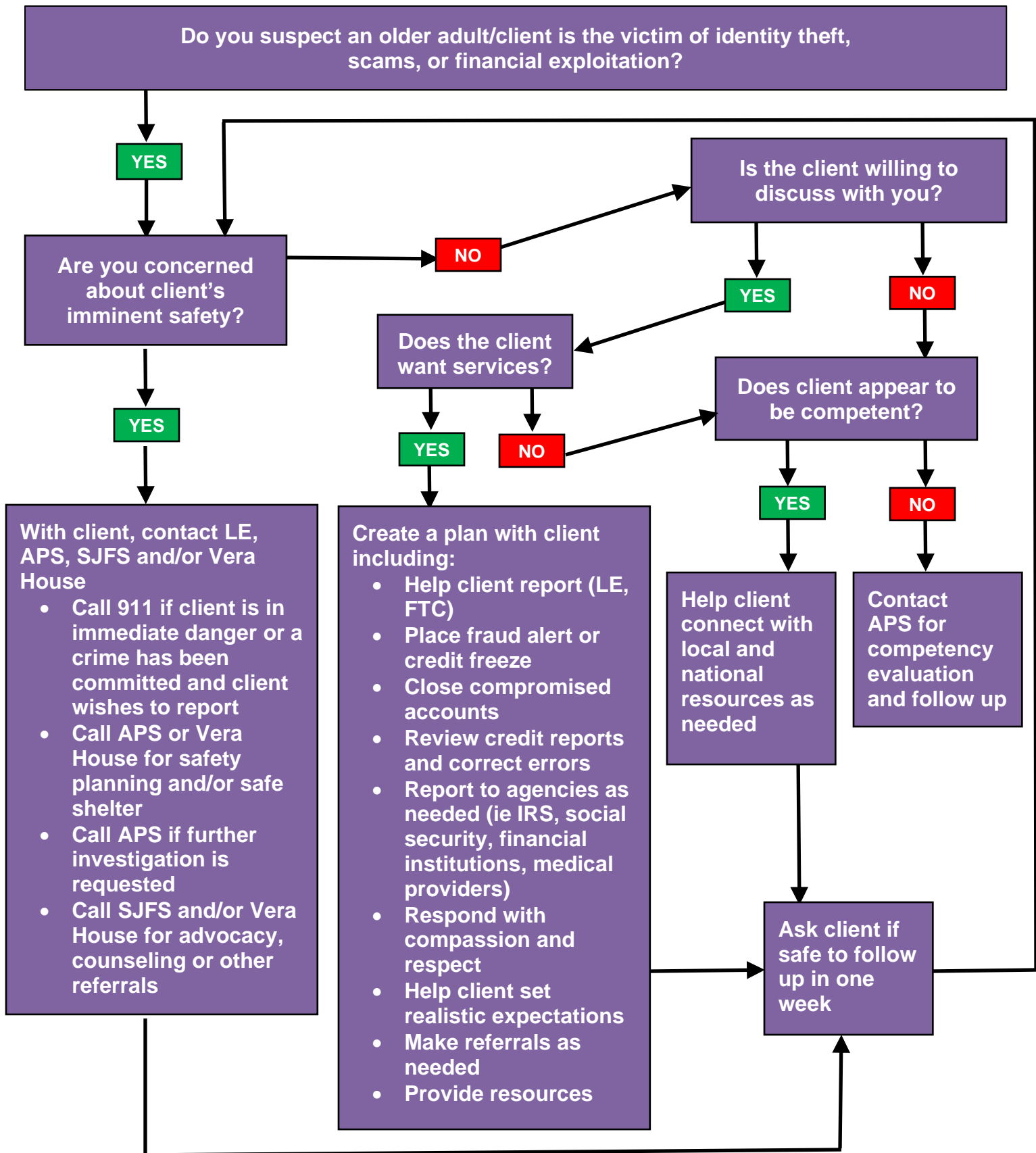


Identity Theft and Scams Decision Tree



APS – Adult Protective Services
FTC- Federal Trade Commission

LE – Law Enforcement
SJFS – Syracuse Jewish Family Service



ONONDAGA COUNTY Elder Identity Theft Coalition

in partnership with Vera House, Inc.

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
- Experian: 1-888-397-3742 or www.experian.com
- TransUnion: 1-800-680-7289 or www.transunion.com
- Annual Credit Report: 1-877-322-8228 or www.annualcreditreport.com

LIMITING CONTACT:

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

LOCAL RESOURCES:

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

NATIONAL RESOURCES:

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