



**FEDERAL TRADE  
COMMISSION**



**[FTC.gov/libraries](https://www.ftc.gov/libraries)**

**Carol Kando-Pineda | November 2023**

# Today's topics



- Scope of the fraud problem
- Evolving scams
- Protecting yourself online
- FTC resources

# Today's topics



- **Scope of the fraud problem**
- Evolving scams
- Protecting yourself online
- FTC resources

# Top frauds of 2022

**Number  
of reports**



**2.4 million**



**Amount lost**



**\$8.8 billion**

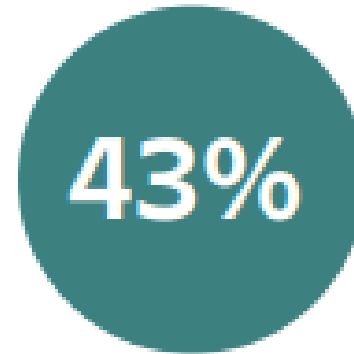


*FTC's Consumer Sentinel Data Book 2022*

[ftc.gov/libraries](https://ftc.gov/libraries)

# Reporting age difference

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



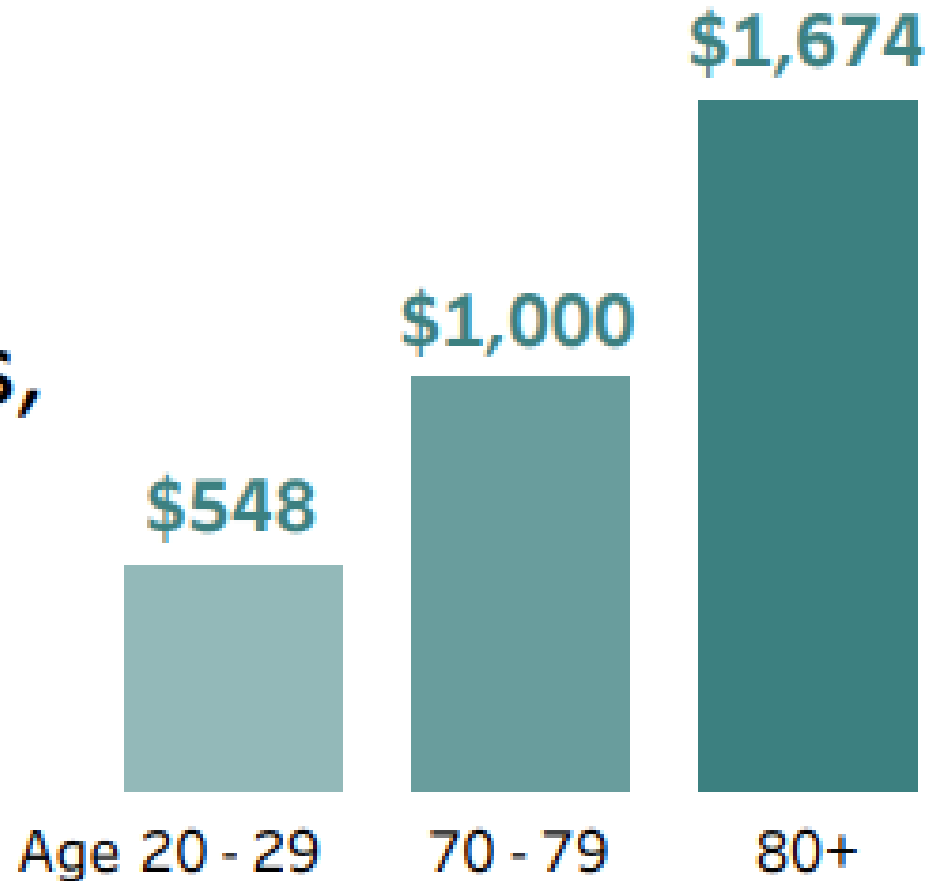
Age 20-29



Age 70-79

# Amount lost age difference

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



# Top Frauds 2022

#FTCTopFrauds  
ftc.gov/databook



FEDERAL TRADE  
COMMISSION



1

Imposters



2

Online  
shopping



3

Prizes,  
sweepstakes,  
lotteries



4

Investments



5

Business and  
job opportunities

# Method of contact?

Scammers contacting people on social or by phone led to big losses



**\$1.2 billion**  
total lost

**Social media:**  
Highest **overall**  
reported losses



**\$1,400**  
median loss

**Phone calls:**  
Highest **per person**  
reported losses



# Today's topics



- Scope of the fraud problem
- **Evolving scams**
- Protecting yourself online
- FTC resources

# Spot Impersonators



Learn more: [ftc.gov/imposters](https://ftc.gov/imposters)



FEDERAL TRADE  
COMMISSION

## The FTC won't demand you pay

- ▶ by bank or wire transfer
- ▶ with cryptocurrency
- ▶ with gift cards



Only scammers do that.

Report impersonators at

[ReportFraud.ftc.gov](https://www.reportfraud.ftc.gov)

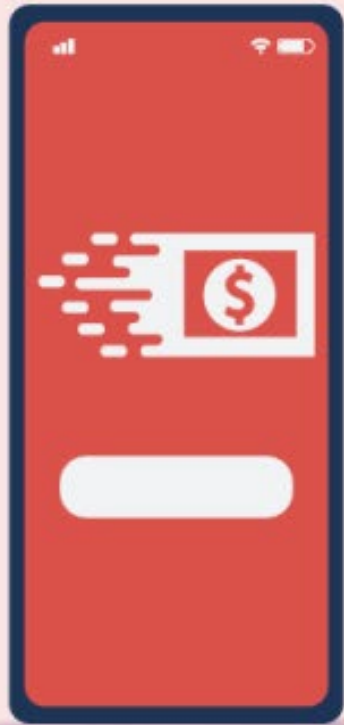


# Bank impersonators

- Don't trust caller ID
  - Don't give personal information to anyone who contacts you out of the blue
  - Don't click links in unexpected texts or email
- If you've clicked a link by mistake, update your phone and computer's software

[ftc.gov/PaymentApps](https://ftc.gov/PaymentApps)

**#stopscams**



Know who you're sending  
money to before using a  
payment app



FEDERAL TRADE  
COMMISSION

[ftc.gov/libraries](https://ftc.gov/libraries)

# Romance scams



- Scammers are on dating apps but also social media
- Gain your trust – then they “need” money
- Scammers demand payments with gift cards, wire transfers, and cryptocurrency

Did you get a letter  
offering an easy way to  
cash in on someone else's  
life insurance policy?

**It's a scam.**

**[ReportFraud.ftc.gov](https://www.reportfraud.ftc.gov)**



**FEDERAL TRADE  
COMMISSION**



**Protect yourself against  
disaster-related scams**

**[ftc.gov/WeatherEmergencies](https://ftc.gov/WeatherEmergencies)**



# Family emergency with a twist

## Example of a Family Emergency Scam Call

Hi Grandpa, it's me.



Sebastian? Is that you?



Yes, it's me, Sebastian.  
Grandpa, I'm in trouble,  
and I need money for bail.

What happened?

Please don't tell  
Mom or Dad. I'll get  
in so much trouble.

Please help me!

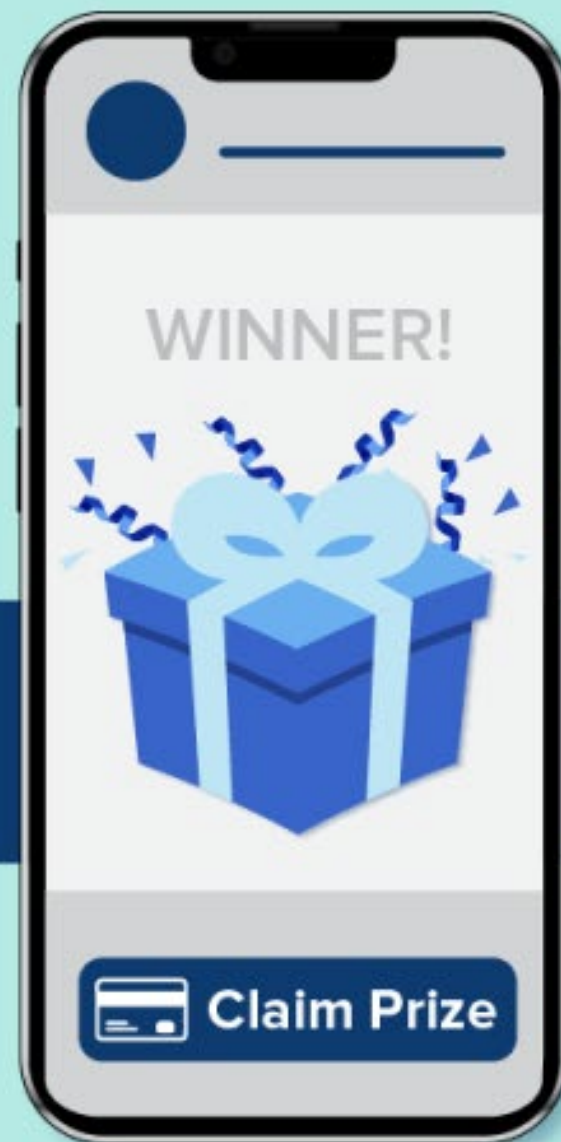
- New AI twist – clones the voice of your loved one
- Call the person to verify at a number you know is theirs.



Won a giveaway on social media  
but they want your credit card  
information to claim your prize?

**Slow your scroll.**  
It could be a scammer.

[ftc.gov/scams](https://ftc.gov/scams)





FEDERAL TRADE  
COMMISSION

Medicaid won't charge  
you to renew or enroll.

Medicaid.gov



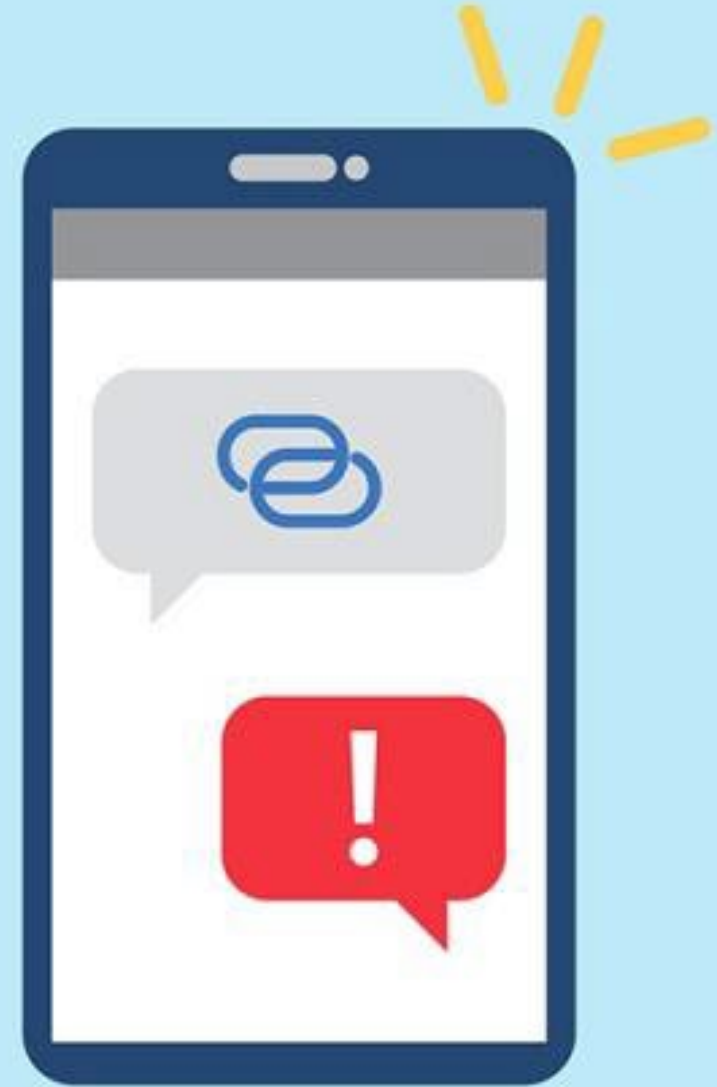


**FEDERAL TRADE  
COMMISSION**

**Did you get a text from your  
own number with a link?**

**Don't click. That's a scam.**

**[ReportFraud.ftc.gov](https://www.reportfraud.ftc.gov)**



# Today's topics



- Scope of the fraud problem
- Evolving scams
- **Protecting yourself online**
- FTC resources

# 5

## Things To Do To Protect Yourself Online

---

- ✓ Lock down your accounts
- ✓ Secure your home Wi-Fi
- ✓ Protect your computer and phone
- ✓ Recognize attempts to steal your information
- ✓ Back things up



FEDERAL TRADE  
COMMISSION

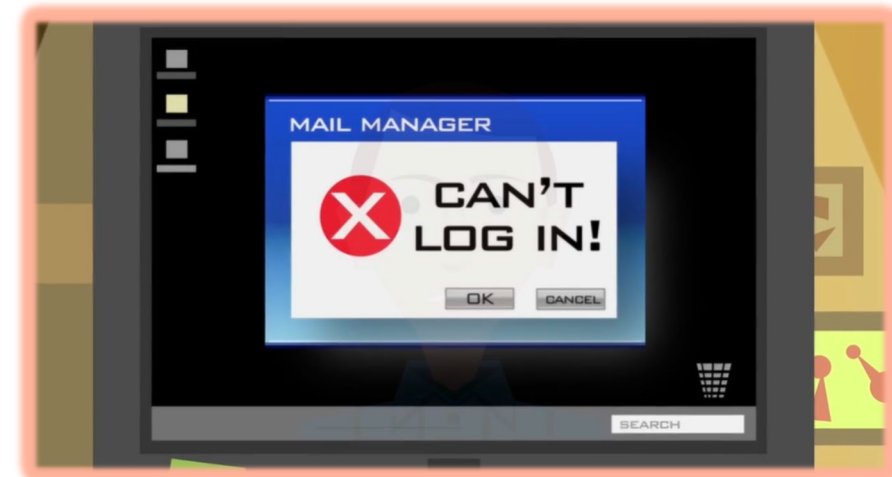
# Hacked email or social media account?

## Get back into your account.

- Update your security software, run a scan and delete and malware
- Change your passwords
- Set up multi-factor authentication
- Follow the procedures of the provider

## Back in?

- Check your account settings
- What's in your inbox
- Tell your friends



# What to do if you paid a scammer

- **Cash App:** Chat through their app for the fastest service.
  - go to your profile & choose Support, or
  - [visit cash.app/help](https://cash.app/help) or call 1 (800) 969-1940
- **Venmo:** Chatting through their app for the fastest service
  - go to your profile & choose Get Help, or
  - email Venmo's [contact form](#) or call 1 (855) 812-4430
- **PayPal:** Report it online at [PayPal's Resolution Center](#) or
  - call PayPal at 1 (888) 221-1161



# Today's topics



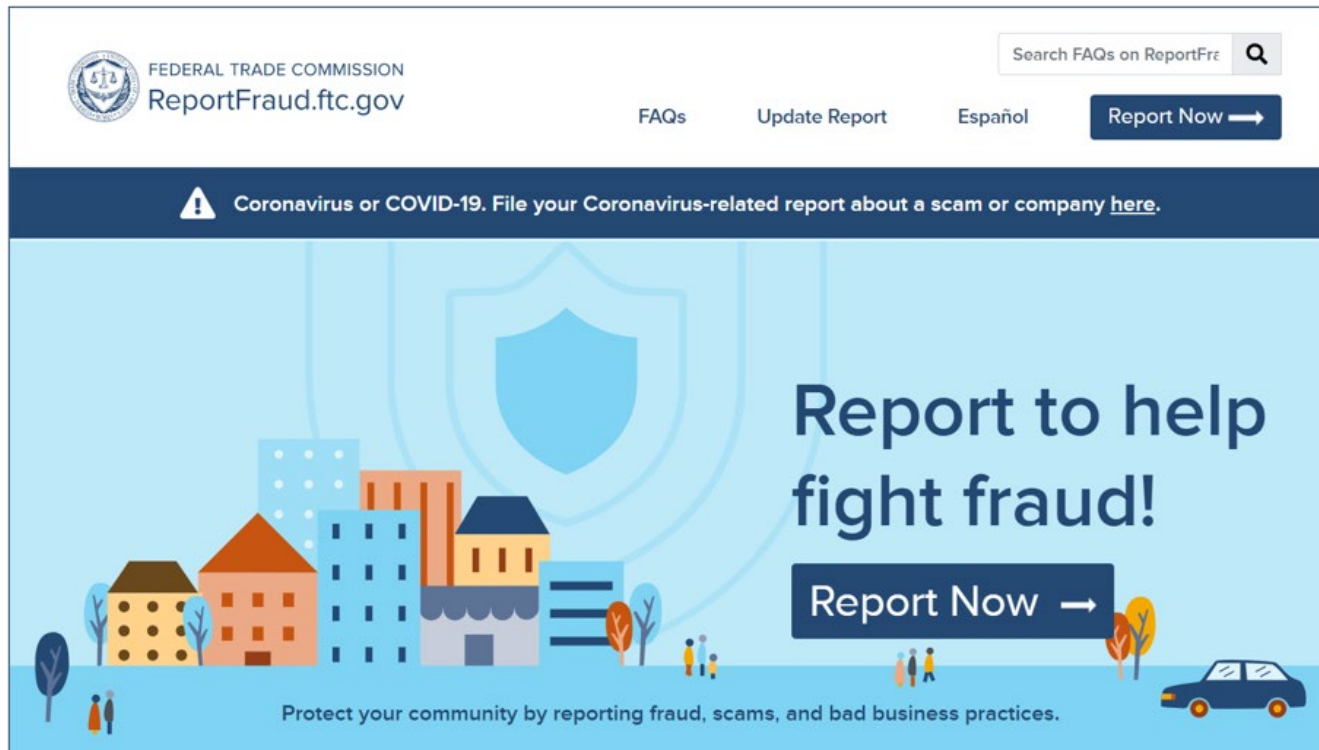
- Scope of the fraud problem
- Evolving scams
- Protecting yourself online
- **FTC resources**

**[ftc.gov/libraries](https://ftc.gov/libraries)**

---

***[ftc.gov/libraries](https://ftc.gov/libraries)***

# Report Fraud to the FTC



English:

**ReportFraud.ftc.gov**

Spanish:

**ReporteFraude.ftc.gov**

*ftc.gov/libraries*



FEDERAL TRADE  
COMMISSION

# Scam Prevention in Other Languages

**Scammers probably  
speak your language.**

Learn to spot/avoid/report scams  
in a dozen languages.

[ftc.gov/languages](https://ftc.gov/languages)



FEDERAL TRADE  
COMMISSION

The screenshot shows the FTC's 'Consumer Education in Multiple Languages' page. The page title is 'Consumer Education in Multiple Languages' and it includes a navigation menu with 'Home' and 'Feature Pages'. Below the title, there is a 'Share this page' section with social media icons. The main content area features a grid of language selection buttons, each with the language name in its native script and English: Amharic (አማርኛ), Arabic (عربي), Chinese (中文), Français (Français), Hmong (Hmoob), 한국어 (한국어), Русский (Русский), somaliyeed (Somali), Español (Español), tagalog (tagalog), український (український), and Tiếng Việt (Tiếng Việt). The page footer contains the FTC logo, 'CONSUMER ADVISE', and links for 'Feature Pages', 'Articles', 'Consumer Alerts', 'Report Fraud', and 'Get Consumer Alerts'. Social media icons for Twitter, Facebook, and YouTube are also present.

# IdentityTheft.gov



- personal recovery plans
- step-by-step advice
- prefilled forms & letters
- free and secure access
- chat & phone support
- Spanish language site

# FREE resources



- Learn about scams:
  - [consumer.ftc.gov](https://consumer.ftc.gov)
- Get print materials:
  - [ftc.gov/bulkorder](https://ftc.gov/bulkorder)

# Stay connected

## Get Consumer scam alerts

- [ftc.gov/consumeralerts](https://www.ftc.gov/consumeralerts)

# Questions

