



**Video transcript: Five red flags for spotting senior scams**

**Video source:** [Regions.com](https://www.regions.com); [YouTube](https://www.youtube.com/watch?v=...)

**Note:** Somber music plays in the background.

**VOICE-OVER:** Older Americans lose an estimated three billion dollars per year to con artists ...

**On screen:** A computer-created graphic shows a green chair pulled up to a brown computer desk with monitor, keyboard and cellphone right of center on a gray screen. The words, "\$3 billion per year" fade in to the left of the desk.

**VOICE-OVER:** ... and the financial scams targeting this group have become increasingly sophisticated.

**On screen:** The animation zooms in to the phone that displays the caller as "Mom" with white lines indicating the phone is ringing.

**VOICE-OVER:** However, with a bit of awareness, you can learn to spot the signs of fraud and stop con artists in their tracks. Here are five red flags to be aware of.

**On screen:** The desk slides off to the screen to the right as four red flags drop onto the gray screen in its place and the words, "Learn to spot the signs of fraud" appear next to them.

**VOICE-OVER:** Number one, you receive a request to wire money or make a payment using gift cards.

**On screen:** The five flags slide left off the screen. A red flag with a white number 1 drops down on the gray background. The words "Requests to wire money or use gift cards" appear on screen.

**VOICE-OVER:** Con artists prefer to receive money through these methods because they're virtually impossible to trace.

**On screen:** Images of two laptops fade in and dollar bill icons move from the victim's laptop on the left to the con artist's laptop on the right whose screen flashes a red skull image.

**VOICE-OVER:** Remember, legitimate companies and debt collectors would never accept gift cards as a form of payment.

**On screen:** A new animated graphic appears with a laptop image, then an envelope with a gift card inside and a red X that crosses out the entire image.

**VOICE-OVER:** Number two, you're being threatened.

**On screen:** A red flag with a white number 2 drops down to replace the crossed-out laptop and gift card image on the gray background. The words "You're being threatened" appear.

**VOICE-OVER:** Con artists commonly threaten job loss, humiliation or arrest for unpaid debt when targeting victims.

**On screen:** The laptop image appears again with a small envelope that fades to a larger envelope. A white letter slides out of the envelope. It has a gray badge with a star and a red exclamation point in the top righthand corner. A red X appears over the laptop image to cross it out.



**VOICE-OVER:** Scammers may claim that the only way to stop them is to wire money immediately. They may even reference legitimate debt. Rest assured; these threats are not legitimate.

**On screen:** The words, “These threats are not legitimate,” appear on screen.

**VOICE-OVER:** Number three, you receive a phone call from someone claiming to be from a government official or organization.

**On screen:** A red flag with a white number 3 drops down to replace the crossed-out laptop on the gray background. The words “They claim to be from a government agency” appear in white to the right of it.

**VOICE-OVER:** Con artists often pose as IRS agents, sheriffs or representatives from the county courthouse when contacting potential targets.

**On screen:** An animated image of a cellphone appears on the screen. Icons representing the IRS, law enforcement and courts appear next to the phone each time the phone receives a “missed call” notification.

**VOICE-OVER:** Their goal is to intimidate you into sending money or sharing sensitive information. Remember, representatives from government agencies like the IRS will never contact you by telephone regardless of the circumstances.

**On screen:** The words “Government agencies will not contact you by phone” appear under the crossed-out cellphone image.

**VOICE-OVER:** Number four, you are contacted by someone claiming to be in a crisis. Many scams prey upon an individual’s desire to help loved ones.

**On screen:** A red flag with a white number 4 drops down to replace the crossed-out cellphone image. The words “Someone contacts you claiming to be in a crisis” appear.

**VOICE-OVER:** For example, a scammer may call a potential victim posing as a grandchild or family member in distress.

**On screen:** The words “Someone contacts you claiming to be in a crisis” slide off the screen to the left and are replaced by a cellphone. The phone’s black screen first displays a call from the number 555-555-5555. Then a quote box image pops up to the right of the phone reading “Grandma, I need help!”

**VOICE-OVER:** Con artists also frequently target victims through online dating sites.

**On screen:** A new cellphone image replaces the previous one and displays a screen representing a dating profile. The bottom of the screen has a green button that reads “Message.” Suddenly, a text message appears with the words “Hey!” next to a red heart emoji.

**VOICE-OVER:** They’ll devote weeks sometimes months to earning a victim’s trust before requesting financial assistance.

**On screen:** Another text message appears that reads, “Can you help me buy a plane ticket?”



**VOICE-OVER:** While some scammers may disappear after they receive funds, it's quite common for them to continue exploiting their victims for months, even years.

**On screen:** The previous text messages disappear, and new text messages pop up reading, "You're my soulmate" with a red heart, and "I'm having so many financial difficulties" with a frowning face emoji. Two more text messages appear reading, "I can't wait until we're together" with two red hearts and "Could you help me buy a new phone?"

**VOICE-OVER:** Number five, there's a sense of secrecy or urgency attached to the request.

**On screen:** A red flag with a white number 5 drops down to replace the previous screen. The words "There's a sense of secrecy or urgency" appear.

**VOICE-OVER:** Scammers often use urgency and expedient deadlines to prevent you from researching claims.

**On screen:** A white clock appears and its arms move clockwise on its face to indicate the passing of time.

**VOICE-OVER:** With any of the above red flags, consider the following.

**On screen:** The laptop image appears again to replace the clock. The small envelope on the computer screen grows larger and a white letter rises out of it with the image of a red flag on top.

**VOICE-OVER:** First, know that bill collectors are legally required to send you a debt validation letter upon request.

**On screen:** The laptop image disappears into the center and is replaced by a green mailbox on a black pole. Part of a yellow envelope is visible inside. The words "Bill collectors are legally required to validate debt" fade in. The envelope comes out of the mailbox and enlarges and opens to reveal a white letter topped with a green checkmark.

**VOICE-OVER:** If they refuse to comply, know that they are likely not who they claim to be.

**On screen:** The mailbox slides left off the screen. The envelope with the check mark and "Bill collectors are legally required to collect debt" text remain.

**VOICE-OVER:** Next, when dealing with alleged law enforcement representatives ...

**On screen:** The previous cellphone image slides in from the right to replace the envelope and text. The phone displays the 555-555-555 number and text bubble with a gray law enforcement badge symbol and red exclamation point pops up.

**VOICE-OVER:** ...hang up and call your local police department to verify the legitimacy of their claim.

**On screen:** The message on the phone changes to read "Police Station" above the words that fade in below the phone and read, "Hang up and call your local police department."

**VOICE-OVER:** Finally, remain up-to-date on the latest scams and tactics by using resources like the Federal Trade Commission's [consumer.ftc.gov](https://consumer.ftc.gov) [website].



**On screen:** The cellphone image slides off the screen to the left and an image of the Federal Trade Commission home page appears. The web address “consumer.ftc.gov” appear below the website image.

**VOICE-OVER:** For more fraud prevention tips and resources, visit [www.regions.com/fraudprevention](http://www.regions.com/fraudprevention).

**On screen:** A blue screen drops down to replace the FTC webpage and the words, “For more tips on how to safeguard your business against fraud, visit [regions.com/fraudprevention](http://regions.com/fraudprevention),” fade in. The blue screen fades to white and the Regions logo and a legal disclaimer appear. The disclaimer under the logo reads, “Copyright 2020 Regions Bank. Member FDIC and Equal Housing Lender logos. This information is general education or marketing in nature and is not intended to be accounting, legal, tax, investment or financial advice. Statements of individuals are their own—not Regions. Consult an appropriate professional concerning your specific situation. Regions reminds its customers that they should be vigilant about fraud and security and that they are responsible for taking action to protect their computer systems. Fraud prevention requires a continuous review of your policies and practices, as the threat evolves daily. There is no guarantee that all fraudulent transactions will be prevented or that related financial losses will not occur. Visit [regions.com/stopfraud](http://regions.com/stopfraud), or speak with your banker for further information on how you can help prevent fraud.”