



Safe Banking for Seniors

Guarding Against Financial Abuse

Protect Yourself and Your Personal Information

- Carefully store checkbooks, account statements and other sensitive information; and shred documents before discarding them.
- Order your free credit report once a year to ensure accuracy, call 877.322.8228 or visit www.annualcreditreport.com.
- Do not share personal or account information.
- Keep record of your spending by paying with checks and credit or debit cards instead of cash.
- Never rush into a financial decision – ask for details in writing and get a second opinion.

Watch Out for These Common Scams



Tech Support Scam

Someone offers you tech support then collects funds without providing services.



Grandchild Scam

A person pretending to be your grandchild urgently requests money from you to resolve an issue.



Online Romance Scam

A person creates a fake online dating profile and begins a relationship with you solely to gain money.



Lottery Scam

You are notified that you have won a lottery or prize and are asked to provide account information or payment to collect your winnings.



Charity Scam

You are asked to make a donation to a fraudulent charity.



Visit the Federal Trade Commission (FTC) at www.consumer.ftc.gov to learn more about common scams and how to protect yourself.

Could a Financial Caregiver be Right for You

A financial caregiver may help you avoid preventable issues such as missed payments, lapsed insurance or unpaid taxes, as well as alert you to potential fraud. Whether the relationship is formal or informal, a financial caregiver can help you manage your finances wisely.

Also consider setting up a separate, limited-balance account for paying bills and share that account information with your financial caregiver. This will help mitigate risks commonly associated with a joint account. Note that a joint account holder:

- has no fiduciary responsibility to use money from the account for your benefit;
- could make withdrawals without your knowledge or consent; and
- has ownership of funds in the account, and if sued, the funds may be subject to seizure.

What to Do if You Suspect Financial Abuse

- Speak with a trusted family or clergy member; or consult with an attorney, doctor or officer at Luther Burbank.
- File a report with the FTC, call 877-FTC-HELP (877.382.4357).
- Contact Adult Protective Services in your area or your local police.

If you believe you have been the victim of financial abuse or if you notice any suspicious activity on your account, call Luther Burbank immediately at 844.269.1031 or contact your branch directly.

Luther Burbank is Here to Help

- Review account statements and answer questions about financial matters.
- Assist you, your financial caregiver or other representative with managing your accounts.
- For additional resources related to Safe Banking for Seniors, visit www.lutherburbanksavings.com/sbs.

As a reminder, Luther Burbank will never ask for your PIN, online banking password or authentication code over phone, text or email.