

# Detecting Financial Abuse and Decline in our Aging Community

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**December 6, 2016**

Together we'll go far



# Understanding the challenge



Seniors lost 2.9 billion in financial exploitation in 2010

US population >65 will double within 25 years, due to the aging of baby boomers

Women are nearly twice as likely to be victims of a scam

1 out of every 5 citizens over 65 have been victimized

Half of US women 75+ live alone (8.1 million)

Chances of developing Alzheimer's or other forms of dementia increases with age

- 15% over age 60, 30% 80 – 85 and over 85, 50%

# Protecting our elders

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- Face-to-face visits
- Frequent check-in's
- Isolation
- Emergency contacts
- Know red flags
- Recognize the unusual
- Know their friends
- Changes in appearance

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## Elder financial abuse red flags

Know the signs and symptoms

This checklist highlights behaviors and actions that may hint at financial abuse or exploitation of an older individual. If you, a relative or neighbor seems to need help, don't remain silent. Talk with other family members, friends or professionals in your community – and enlist help.

<b>Money management changes</b>	<b>Social, behavioral and physical changes</b>
<input type="checkbox"/> Reluctance to discuss financial matters which were previously a matter of course	<input type="checkbox"/> New best friends and “sweethearts”
<input type="checkbox"/> Sudden, atypical or unexplained withdrawals, wire transfers, or other changes in financial situation	<input type="checkbox"/> Isolation of the elder, either deliberately by a caregiver or simply as a result of life changes
<input type="checkbox"/> Utility or other bills are not being paid	<input type="checkbox"/> A caregiver who is also isolated from other friends, family or associates
<input type="checkbox"/> Changes in investment style	<input type="checkbox"/> Onset or worsening of illnesses or disability
<input type="checkbox"/> Abrupt or unexplained changes in wills, trusts, power of attorney, or beneficiaries	<input type="checkbox"/> Behavioral changes in the older individual, including:
<input type="checkbox"/> Concern or confusion about “missing funds”	<input type="checkbox"/> Fear or submissiveness
<input type="checkbox"/> Older individual is denied access to his or her funds or account statements	<input type="checkbox"/> Withdrawn behavior
<input type="checkbox"/> Signatures that seem suspicious or forged	<input type="checkbox"/> Disheveled appearance
<input type="checkbox"/> Multiple disbursements for similar items over a short period of time	<input type="checkbox"/> Forgetfulness
<input type="checkbox"/> Expenditures that are unusual in amount, timing or frequency	<input type="checkbox"/> Changes in the older individual's normal routine
<input type="checkbox"/> Cash disbursements to a caregiver	<input type="checkbox"/> Family members or others taking an excessive interest in finances of older individual
<input type="checkbox"/> Purchases on a credit card or ATM inconsistent with the elder's lifestyle or area of residence	<input type="checkbox"/> “Coaching” overheard or evident in conversations with the elder
	<input type="checkbox"/> Missing possessions from the home or residence

If any of these signs or symptoms seem relevant to your own circumstances or to those of a family member, friend or associate, contact an attorney or social worker if one is available, or call the local adult protective services agency in your community. You can also access the Eldercare Locator at [eldercare.gov](http://eldercare.gov) to find local services and resources by zip code or city name.

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# Strengthen by understanding

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Crucial conversations can be challenging but rewarding and beneficial for all parties.

- Estate Planning
- Life Legacy
- Past Experiences
- Family Dynamics
- Wishes & Dreams
- Hobbies / Pets
- Time Horizons

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## Five most important estate planning documents

*Understand the essentials before you plan*

**This is just the beginning**

While having these documents is important, there's more to the estate planning process. For example, you'll need to coordinate primary and contingent beneficiary designations on your IRA, employer-sponsored retirement plan [such as a 401(k) or 403(b) plan], annuity contracts and life insurance policies with your estate plan. You may have estate tax issues to deal with.

Also, once you have executed the appropriate documents for your planning needs, you should review them periodically to ensure they remain up-to-date given any significant changes (births, deaths, divorces, etc.) in your situation.

Ask your Financial Advisor for our Estate Planning Review Checklist to help you address the appropriate issues.

**No matter what your age or net worth, you need an estate plan to protect yourself, your loved ones and your assets — during your lifetime as well as after your death. Before visiting with your attorney, it's helpful to have a basic understanding of the documents he or she may recommend for your plan.**

### 1. Will

A will provides instructions for distributing your assets to your family and other beneficiaries upon your death. Your attorney can customize its provisions to meet your needs. You appoint a personal representative (also known as an "executor") to pay final expenses and taxes, and then distribute your assets. If you have minor children, a will is the only way you can designate a guardian for them.

To be effective, a will must be filed in probate court after your death. Probate is a judicial process for managing your assets if you become incapacitated and for transferring your assets in an orderly fashion when you die. The court oversees payment of liabilities and the distribution of assets. Generally, your personal representative will need to employ an attorney.

Because a will does not take effect until you die, it cannot provide for management of your assets if you become incapacitated. That's why it is important to have other estate planning documents, discussed below, that become effective if you should become incapacitated.

### 2. Durable power of attorney

A power of attorney is a legal document in which you name another person to act on your behalf. This person is called your agent or attorney-in-fact. You can give your appointed agent broad or limited management powers. You should choose this person carefully because he or she will generally be able to sell, invest and spend your assets.

A traditional power of attorney terminates upon your disability or death. However, a durable power of attorney will continue during incapacity to provide a financial management safety net. A durable power of attorney terminates upon your death.

1 of 2

# Warning Signs of Diminished Capacity



- Forgetfulness
- Confusion or disorientation
- Difficulty performing simple tasks
- Poor judgment, poor comprehension
- Difficulty with abstract concepts
- Difficulty detecting deception or fraud
- Depression, anger, drastic mood swings

Elder financial abuse often occurs in tandem with a client's diminished mental capacity

# Might not be Dementia

- Medications
- Health issue
- Poor nutrition
- Infection
- Depression
- Alcoholism
- Self neglect
- Addiction

# Frauds, Scams, Abuse and Exploitation

- Granny Grandpa Scam
- New Best Friend
- IRS Social Security
- Family Dynamics
- Caregiver Issues
- Jury Duty Scam
- Identity Theft

- Social Media
- Cyber Fraud
- Mental Abuse
- Home Improvements
- Unnecessary Services
- Isolation
- Neglect

# Ways Scammers can Reach You in Your Home

Home Improvements  
& Repairs



Front Door  
Salespeople



Mail Box  
& Flyers  
left on  
Mail Box  
or Front  
Door



Computer &  
E-Mail



Yard Clean Up, Leaf  
Pickup & Snow  
Removal



Telephone Calls &  
Answering Machine  
Messages





# Who are the abusers?

Family members

Caregivers

“Con” artists

Strangers

New “sweethearts”

# Why abuse goes unreported

Shame  
or  
embarrassment

Fear  
of  
perpetrator

Guilt  
or  
blame

Fear of  
threatened  
consequences

Denial

# Keep Eyes and Ears Open

- Change of address/returned mail
- Abrupt /unexplained withdrawals
- Unusual account activity
- Third Party access to account
- Bounce checks/confusion missing funds
- Unpaid bills/duplicate payments
- New “best friend” or “boy/girl friend”
- Coaching/New Caregiver/Room mate
- Sudden change POA/Beneficiaries

# Own It

- **Observe** - Are there physical changes? Are behaviors and habits are different? How does the elder act when the third party is present?
- **Wonder Why** - Why are withdrawal multiples larger than before? Why is client wiring money to foreign country he/she has never been to?
- **Negotiate** - Can the transaction be delayed? Can the check be directly issued to a valid payee? Can we only give a fraction of the money today and more later?
- **Isolate** – Meet alone with the elder: “Ms. Smith, please step out with me to confirm some account information.” “Please come with me to discuss some confidential information.”
- **Tattle** - Call Adult, Abuse & Neglect Hotline 1-800-392-0210

# Missouri Senior Savings Plan Legislation SB244/HB636



- June 12, 2015 Governor Nixon signed into law
- 1 of 3 states has enacted new elder protection
- SB244/House Bill 636 was backed by:
  - Adult Protective Services
  - Alzheimer Association
  - AARP
  - Secretary of State

# Self Awareness



- Health Power of Attorney
- Power of Attorney
- Trust
- Will
- Emergency Contact
- Guardianships
- Legal Services

# Resources



Missouri Department of Health & Senior Services

<http://health.mo.gov/safety/abuse/>

National Center on Elder Abuse: [ncea.aoa.gov](http://ncea.aoa.gov)

Resource on LGBT elder abuse prevention and other issues: [lgbtagingcenter.org/](http://lgbtagingcenter.org/)

Eldercare locator: find help in your community  
[eldercare.gov/Eldercare.NET/Public/Index.aspx](http://eldercare.gov/Eldercare.NET/Public/Index.aspx)

National Assoc. of Area Agencies on Aging: [n4a.org](http://n4a.org)

National Adult Protective Services Association (NAPSA):  
[napsa-now.org](http://napsa-now.org)

# **World Elder Abuse Awareness Day**

**June 15, 2017**



Thank you  
Questions ?