

Top Tips for Tellers

Warning signs that can indicate financial exploitation:

- Unusual cash withdrawals from a checking account in a short time period
- Signature seems forged, unusual, or suspicious
- A set of “out-of-sync” check numbers
- Allegations of “missing funds” from a vulnerable adult’s account
- Unexplained withdrawal of large sums of money when your elderly or disabled customer is accompanied by a third party
- Large withdrawals from previously inactive accounts
- Increased activity on credit cards or a sudden flurry of “bounced” checks
- An elderly or disabled customer applies for a credit card for the first time

To report financial exploitation of your elderly or disabled customers, call:

1-800-392-0210



**Department of Health
and Senior Services
P.O. Box 570
Jefferson City, MO 65102-0570
www.health.mo.gov**

Alternate forms of this publication for persons with disabilities may be obtained by contacting the Missouri Department of Health and Senior Services at 1-573-526-4542. Hearing- and speech-impaired citizens can dial 711.

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Missourians Stopping Adult Financial Exploitation

Financial Exploitation Is A Crime



We need your help to stop it.



Call:

Missouri Department of Health and
Senior Services

1-800-392-0210

What Bankers Can Do To Help

What is Financial Exploitation?

Financial exploitation is the illegal or improper use of a vulnerable adult's resources for another person's profit or gain. It occurs when a vulnerable adult is tricked or coerced into handing over his or her money to a son, daughter, relative or stranger.

Financial exploitation may also occur without the vulnerable adult's knowledge or if he or she is mentally incapable of giving consent.

Vulnerable Adult

A vulnerable adult is at least 60 years old, or disabled and between 18 and 59. Vulnerable adults often lack the physical or mental capacity to provide for their daily needs. This makes them a prime target for predators who want to exploit them.

Have A Protocol

Make sure your bank has a protocol specifying how to react to and report suspected financial exploitation of your elderly and disabled customers.

Know How To Respond

Learn the reason for unusually large withdrawals. Ask the vulnerable customer, rather than someone with him or her, the reason for a large withdrawal. Try to separate your customer from a suspicious third party. Ask your customer to follow you to another location in the bank by saying you have to discuss private account information.

Carefully verify the authority of persons requesting to act on behalf of your vulnerable customers.

Financial exploiters often lie. Check all documentation presented by a person claiming to act on behalf of a disabled or an elderly customer. Have a designated bank supervisor review all power-of-attorney papers for authenticity.

Have clear guidelines about when bank employees should notify management or security about suspicious financial transactions. Employees should notify security at once if they feel their elderly or disabled customers are in immediate danger.

Offer Safe Choices

Your vulnerable customers may make legitimate changes in their accounts, but through a means that is fraught with risk.

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You can suggest safer options that will lessen your customers' risk of being financially exploited. For example, an elderly customer may request a joint account so that a friend or relative can assist with making deposits and paying bills. However, an unscrupulous friend or relative can then withdraw everything from the account. Suggest ways to maximize direct deposit and automatic bill paying.

Report It!

If you suspect one of your elderly or disabled customers is being financially exploited, call the Department of Health and Senior Services' toll-free hotline:

1-800-392-0210

