






## Know Where to Report Elder Financial Abuse

- Call **911** to report immediate, life-threatening danger
- Call **1.800.490.8505** (Adult Protective Services) to report any form of elder abuse
- Call **1.800.PA.BANKS** (PA Department of Banking and Securities) for questions about financial transactions or products or to file a complaint
- Call **1.866.623.2137** (PA Attorney General) to report criminal behavior
- Contact your local law enforcement agency



The PA Department of Banking and Securities is Pennsylvania's financial services regulator. We oversee state-chartered banks, credit unions, consumer lenders, investment professionals, and other financial services firms. We provide free and confidential help to anyone with a question or complaint about financial services, transactions, products, or elder financial abuse.

Market Square Plaza | 17 N. Second Street, Suite 1300 | Harrisburg, PA 17101  
1.800.PA.BANKS | 1.800.600.0007 | [dobs.pa.gov](http://dobs.pa.gov) |     



**pennsylvania**  
DEPARTMENT OF BANKING  
AND SECURITIES

## Elder Financial Abuse Is Elder Abuse!

If you work with elderly clients in financial services or even as your own family ages, here is some important information. Learn what you can do today to protect individuals you suspect are being financially abused.

### Watch out for signs of Elder Abuse:

- Social isolation
- Poor financial choices
- Changed will or power-of-attorney
- Reduced ability to make decisions

### “Red Flags” of Financial Abuse

#### Decision Making

- Trouble paying bills
- Cannot make financial decisions alone
- Does not understand financial decisions that are made
- Others pressuring for money or changes to will
- Others accessing accounts/missing money
- Cannot reach financial advisor

#### Suspicious Behavior

- Others showing too much interest or control
- Display of fear, anxiety, or submission
- Does not understand own financial status
- Others do not allow you to speak to your elderly client
- Discusses suspicious financial windfall
- Decline in appearance/appearance of neglect

#### Suspicious Account Activity

- Others conducting business for your elder client without proper authority
- Abrupt changes to financial, legal documents
- Nonpayment for services, bills
- Account activity without regard for penalties, fees
- Noticeable changes in established financial patterns
- Changes of address that do not reflect your client's residence



- Suspicious signatures
- Unexplained disappearance of funds or possessions
- Large withdrawals from previously inactive account
- Large withdrawals from new joint account
- Sudden appearance of credit card balances

### How to Respond

**Ask questions** such as “Who manages your money and how is that going?” or “Do you regret any recent financial decisions?”

**If you are suspicious**, inquire about financial activities, suggest alternatives to large withdrawals, or talk to your elderly client about ways to limit the risk of joint accounts.

**Follow up on your suspicions** by checking third-party documentation, talking to your compliance staff, talk privately with your elderly client, or contact management.