



# **A Consumer Reference Guide for Seniors**

**HOW TO AVOID SCAMS AND FRAUD**

**TOM CORBETT, ATTORNEY GENERAL**

**PENNSYLVANIA OFFICE OF ATTORNEY GENERAL**

*Compliments of*

**SENATOR WAYNE D. FONTANA**



Every day we're faced with many choices involving consumer products and services. With all the offers we read about in the newspaper, hear on the radio, see on television, receive in the mail, find online or come across in stores, it's often difficult to distinguish between a bargain and a rip-off. That's why it's important for you to understand your rights and responsibilities as a consumer so you can make the right decisions.

I've published this booklet to help you learn how to spot misleading and deceptive offers and to help you protect yourself from different scams and forms of fraud. The information and tips in this booklet can help you avoid falling victim to fraud and protect your consumer rights.

By making informed decisions, you can help me fulfill my commitment of protecting Pennsylvania's families from all forms of fraud and crime. I encourage you to use the information contained in this booklet often and to share this resource with your friends and neighbors. If you have a consumer-related problem and need my assistance, please contact my Bureau of Consumer Protection.

A handwritten signature in black ink that reads "Tom Corbett". The signature is fluid and cursive, with a long horizontal stroke at the end.

**Tom Corbett**  
**Attorney General**

# Table of Content

How to Spot a Scam	7
Telemarketing Scams	9
Door-to-Door Scams	11
Mail Fraud	13
Con Games	15
Vacation Schemes	17
Home Improvement Cons	19
Work-at-Home Scams	21
Investment Scams	23
Internet Scams	26
Hearing Aid Scams	28
Discount Medical Programs	31
Nursing Home Admissions	33
Funeral-Related Decisions	35
Insurance Scams	37
Senior Crime University	40
Beware of Living Trust Scams	41
Directory of Consumer Resources	43

# How to Spot a Scam: Information is the Best Defense



Clever con artists are good actors who disarm their victims with a false “nice guy” approach. Beneath the phony smiles and smooth words are shrewd, manipulative crooks; crooks that are intent upon isolating their victims and breaking down any resistance to their scams.

The typical con artist, while seldom violent, is highly mobile, verbally fluent and possesses a well-developed sense of timing. The better con artists focus their approaches on a victim, learning how and when to strike, often striking when the victim least expects it or when it is too late for the victim to escape. Con artists are

unscrupulous, repeat offenders, who rationalize their activities by claiming that their victims “deserve” to be conned.

## The Victim

Anyone can be a victim, even those with an advanced education, substantial assets and lengthy business experience. In fact, some of the most sophisticated scams are targeted toward wealthy individuals or businesses, because, as Willie Sutton famously replied when asked why he robbed banks, “that’s where the money is.”

However, most low-level con artists seek potential victims among the elderly and those who live alone. These kinds of criminals seek out those whose background and status in life naturally make them more trusting or needy, or victims whose sense of charity or even loneliness make them more vulnerable to the con artist’s story.

The con artist ultimately seeks to steal whatever he can from the victim. He'll steal life insurance, retirement income, "nest eggs," or anything else of value that he can talk the victim into giving him. To achieve his goals, the con artist preys on the most vulnerable members of our society, and he's often able to obtain the cooperation of his victim in doing so.

How can you detect a scam? Look for these tell-tale signs:

**Cash Only:** Why is cash necessary for a proposed transaction? Why not a check or Credit Card?

**Secret Plans:** Why are you being asked not to tell anyone?

**Get Rich Quick:** Any scheme should be carefully investigated.

**Something for Nothing:** A retired swindler once said that any time you are promised something for nothing, you usually get nothing.

**Contests:** Make sure they aren't a come-on to draw you into a money-losing scheme.

**Haste:** Be wary of any pressure to "act immediately or lose out."

**Today Only:** If something is worthwhile today, it's likely to be available tomorrow.

**Too Good to be True:** Such a scheme is probably neither good nor true.

**Last Chance:** If it's a chance worth taking, why is it offered on such short notice?

**Left-over Material:** Left-over materials might also be stolen or defective.

# Is Opportunity Calling?

Telemarketing fraud costs American consumers over \$40 billion a year.



Your telephone can be a quick means to summon help when you need it, but just as easily it can be used to steal your money. Telephone con artists are very resourceful and they constantly change their sales pitch. Most people who lose money in telemarketing scams never see a penny of it again. Avoid becoming a victim of telephone fraud by learning how fraudulent telemarketers work and by taking action to limit your exposure to their scams.

## How do they get your phone number?

Fraudulent telemarketers use several methods to target potential victims. Some buy lists from brokers that contain the names and phone numbers of consumers who are of a particular age range, income level and have certain interests. By responding to a mail-in sweepstakes or by entering your name in a contest drop box at your local shopping center, your name may end up on a solicitation list. If you lose money on a fraudulent telemarketing offer, you may find yourself on a "sucker list." Unscrupulous telemarketers buy and sell lists of vulnerable consumers in order to target them for additional, more costly scams.

## What tactics do fraudulent telemarketers use?

High pressure selling is a tip-off of a fraudulent offer. If a caller insists that you must "act now" or you will miss the opportunity, you can be sure that the offer is a fraud. Legitimate businesses will understand if you need more information and will

not mind providing written materials and time for you to review an offer.

Con artists may promise prizes, foreign lottery jackpots, or to recover money on your behalf, if you pay an advance fee for "taxes," "customs fees," "administrative expenses" or "attorneys fees." There is no valid reason for you to pay these advance fees.

Fraudulent telemarketers may call saying they are with your bank or credit card company and need to verify personal or financial information in order to protect you from unauthorized charges or identity theft. *Keep in mind your bank or credit card issuer will provide written information on any security products they offer without requiring your account information.*

## What should you do when you receive a suspicious call?

If you feel a caller is trying to pressure you, tell him to put the offer in writing and hang up if he refuses.

Never give out or confirm any personal or financial account information to a caller with whom you are not familiar.

Never agree to have a courier service pick up a check at your home, or use a wire transfer service to send money to a telemarketer.

The best way to limit unwanted telephone solicitation calls is to enroll in the Pennsylvania "Do Not Call" list. Once you are on this list, telemarketers are prohibited from calling you unless the call is for an exempted purpose.

You can register your phone number on PA's "Do Not Call" list by contacting the Office of Attorney General, Bureau of Consumer Protection at our Toll-Free Hotline:

1-888-777-3406

or by going online to

[www.nocallsplease.com](http://www.nocallsplease.com)

# Tempted? Don't Let Swindlers Through the Door: Door-to-Door Solicitors Often Offer Deals That Really Are "Too Good To Be True"



When Dottie answered a knock at her door, a clean-cut young man greeted her with an enthusiastic hello. “I’d like just a few minutes of your time to show you my company’s latest time-saving and energy-efficient vacuum cleaner,” he said. “I really don’t need a new vacuum cleaner,” she replied. “But this machine is much more than just a vacuum cleaner, it also shampoos your carpets. It will only take ten minutes of your time, I promise you,” he

beamed. Dottie reluctantly let the salesman into her house. After quickly demonstrating the machine, the salesman pulled out a contract and briefly explained the terms to Dottie. She didn’t understand everything, but was too shy to ask many questions. “I’d rather think it over,” she said. “Sorry, ma’am, but this offer is only good for today. If I have to come back another day, it will cost you twice as much.” Dottie didn’t know what to do.

Senior citizens are frequent victims of door-to-door scams and high-pressure sales tactics. Con artists will coax you into an unnecessary or excessive contract or they may take your money and never deliver the product. Door-to-door solicitation can also be a good “cover” for criminals to enter your home and survey the premises. Sometimes, two people appear; one delivers the sales pitch, while the other “cases” the property, possibly even stealing possessions.



## Tips for handling the stranger who rings your doorbell:

- Don't let the salesperson in the door until you have seen proper identification and determined exactly what he/she wants. Magazine sellers must be licensed in Pennsylvania.
- Compare the offer with other similar products before making a decision to buy the product.
- Watch out if you are told that you have been selected to use a product free of charge. By accepting a free item and signing some kind of contract to buy more, it may eventually cost you money.
- Get everything in writing. This includes estimates for work, prices for products and all promises, including guarantees. Make sure you get a notice of your right to cancellation before signing anything. Under Pennsylvania law, you have a three-day right of cancellation for goods and services sold to you in your home as long as the item costs \$25 or more. The law requires vendors to provide this notice in advance.
- Read and make sure you understand everything you sign before you sign it. Get a copy for your records.
- Keep good records for your protection. This includes the seller's full name, business address and telephone number.
- Above all, don't be afraid to say "NO!"

**“ You May Already Be a Winner...” Mail fraud may be illegal, but it still nets millions every year.**



Harold and Gladys often gave to local charities. In the mail, they received a glossy picture of an impoverished looking little boy with a caption reading, “Help Clothe This Child for the Winter.” The picture tugged at their hearts, reminding them of their grandson, Ron. They mailed a check to the person named in the brochure. Harold later tried to call the organization to see if they had received his check. The couple became concerned when they discovered that the telephone number given

in the brochure was out of service. Harold was never able to contact the organization.

Your mailbox is an ideal vehicle for con artists to contact and eventually trick you. Mail may arrive in the form of postcards, fancy color brochures, envelopes with official looking seals, letters of endorsement and even government seals, copied to look real.

If you receive requests for money or for credit card or bank account numbers to enter sweepstakes or contests, **DON'T RESPOND.**

A letter, sweepstakes notice or other sales promotion asking you to call for more information or to claim a prize may actually be a trap to lure you into high-pressure sales techniques over the phone.

If told you must “act immediately” or that the offer is available for a “limited time only,” don't act impulsively. Give yourself time to check out

whether the offer is legitimate. Honest companies don't expect an immediate answer.

Bogus fundraisers sometimes use names of organizations that sound like well-known charities. Check the name carefully to make sure the organization is legitimate.

Some unscrupulous companies make reference to Social Security or Medicare to deliberately deceive you. These companies want you to believe they are associated with recognized government programs when, in fact, they are not. Such use of government symbols or names is illegal.

Sometimes you may be asked to travel long distances to collect your prize. However, you may end up with a high-pressure sales pitch to buy something you don't want.

When you are notified that you have won a prize or will receive something of value, you cannot

be required to pay any money; free means free. This includes fees, postage or handling charges. Taxes are paid separately to the government and are not collected by the party awarding the prize. Also, you cannot be required to listen to a sales promotion in order to win a prize.

Even though the retail value of each prize must be given, you may want to verify it because sometimes the value of the prize may be illegally inflated by the manufacturers.

For additional information on mail fraud,  
call the U.S. Chief Postal Inspector at  
**202-268-2284**  
or your local postmaster

To verify a charity's legitimacy, call the  
Pennsylvania Department of State,  
Bureau of Charitable Organizations at  
**1-800-732-0999**

# Think Twice or You May Get Stung: Con Games prey on your trust and rob you blind



Marge received a call from a woman claiming to be the manager of her bank. She told Marge that the bank was investigating thefts from some of their accounts, including hers and that they suspected one of their tellers. The alleged bank manager asked Marge to help them catch the teller. Marge agreed and was told to withdraw some money from her account and take it to a detective at a certain location. Once there, she would receive further instructions to continue the investigation. Marge made the withdrawal, met with the “detective” and gave him her

money. He told her to return home and wait for a phone call from his office. Marge returned home, but never heard from the bank manager or detective again.

Confidence (con) games take many forms, but all are designed to take your money. The con artist is good at taking advantage of you in an unguarded moment. These schemes are fast-paced and usually succeed by isolating and controlling you. Older citizens are prime targets, because they are more likely to have cash available in their homes and may be more trusting and polite toward strangers. The average loss to each person who becomes a victim of con games may be in excess of \$5,000.

Be aware of these con games:

**Pigeon Drop:** Pigeon Drop begins when you are approached by a stranger at home or at a shopping mall who claims to have found a large

amount of cash and shows you what appears to be the money. He convinces you he wants to share the loot with you, but first you must put in some money to participate in the deal. In order to do this, you must withdraw \$500 from your bank. The con artist tells you that if you give him the “good faith” deposit, he will give you instructions on how to collect your share of the cash he found. When you meet him next, you hand him the money and are given instructions which later prove to be phony. You never see the con artist again.

**Bank Examiner:** The con artist calls you at home, identifying himself as an official bank examiner. He asks you to be a “good citizen” by helping the bank catch a dishonest bank employee. You are requested to withdraw a certain amount of cash from your bank account so the serial numbers can be checked. You make the withdrawal and later meet the “bank examiner,” who shows you forged credentials. The examiner takes your money for evidence and leaves. You never see him again.

## Tips to avoid being taken by a con artist:

- Stop and carefully think about any spur-of-the-moment scheme. If it sounds too good to be true, it probably is.
- Do not make withdrawals from your bank account at the request of strangers or new acquaintances.
- Don't be fooled by persons claiming to be officials without verifying their identity. Banks or law enforcement officials do not enlist help from their customers or citizens to catch embezzlers or thieves. They have internal security staff to handle such matters.
- If you find a large sum of money, call the police and let them take custody of it.

# Don't Get Burned on a Bargain Vacation: Hidden Restrictions Turn Dream Vacations into Nightmares



Warren and Dorothy had eagerly awaited their retirement so they would finally have time to do some traveling. Although not rich, they were able to take a few trips on their retirement income. When they read about a vacation bargain in their community newspaper they were excited and called the phone number listed in the ad. When Warren asked for details about the advertised cruise vacation, the person answering the phone asked for his credit card number to

hold their reservation. They received a letter a week later that listed many restrictions and conditions they hadn't known about when they made their phone reservation. Their dream vacation ended up costing much more than they had planned.

If you have been offered a great bargain on a cruise or resort vacation but the company seems reluctant to give you details until after you have paid, you may be dealing with a travel scam. Typically, scam artists will not give you complete details until after you have given them a credit card number, certified check or money order. Once you do get additional information, you may find there are restrictions (e.g. no travel on weekends or holidays) and conditions (e.g. over priced hotels) that may make it more expensive, or even impossible to take your trip.

You may receive a postcard, letter or email that says you have been selected to receive a car, a

vacation or other valuable prizes. To collect your prize, you are required to visit a scam artist's place of business, where they pressure you into signing a contract or making a purchase. After buying something you neither need nor want, you discover your "fabulous" prize is often of little value.

## Tips to help you avoid being taken by a travel scam:

- Avoid offers that sound "too good to be true," particularly if you have been solicited by phone or have received a postcard or certificate in the mail.
- Never give your credit card number or information about your bank accounts over the phone to a solicitor.
- Get the complete details in writing about any trip before paying.

- Be cautious with companies that require you to wait at least 60 days to take your trip or require that you select several dates of departure for your trip.
- Avoid mailings using words like "grand finalist," "urgent" or "winner" that appear to be sent by special mail or courier.
- Be wary of "900" phone numbers; the calls will cost you and may not result in any benefit to you.
- Don't be pushed into a decision; it's the surest sign that someone's up to no good. Never feel that you have to make a decision on the spot.

For additional information on vacation scams, call the American Society of Travel Agents, Consumer Affairs Department at  
**703-739-8739**

# Don't Let Them Start What They Won't Finish



When the front porch on David and Kathy's row house needed renovating, the couple called a local home improvement contractor to get an estimate for the work. They decided to give him their business and paid in advance. His crew began to work, but they often came late or never showed up at all. As weeks passed, David and Kathy grew impatient, and the work on the porch remained unfinished. When they called the contractor, they were shocked when a recording said the number was no longer in service.

An unscrupulous contractor may request full payment before completing the work and then not complete the job to the homeowner's satisfaction. They may also fail to provide a written contract.

Unscrupulous home improvement contractors have a tendency to prey on seniors. They use high-pressure sales tactics to win-over customers, often promising to begin and complete the work more quickly than other companies in your area.

Tips for dealing with unscrupulous home contractors:

- Beware of the contractor who comes to your door unsolicited.
- Beware of the contractor who offers reduced prices for work using "left-over" materials from a previous job.



- Beware of the contractor who gives a post office box without a street address or phone number, or just an answering service as a means of contacting him.

## Tips when having home repairs done:

- Don't use a contractor who has no experience performing the work you need to have done. The contractor should be able to share references and give examples of workmanship on similar projects. If the contractor requires subcontractors, such as an electrician or a plumber, ask for their names and check them out too.
- Obtain at least three estimates for the improvement project.
- Always get a written contract before you allow someone to work on your home. Examine the contract carefully, making sure it includes descriptions of the exact type of improvements to be done, estimated completion date and payment schedule.
- Don't pay a contractor before you read and sign a contract. Make only a small down payment to cover the costs of materials and to ensure the job is done to your satisfaction.

# Looking For A Way To Work At Home?

**Temptation of earning “easy money” might empty your wallet instead of filling it.**



Fred retired from his government job after 30 years. He was financially comfortable, but he wanted to make a little extra money to support his new hobby of coin collecting. He saw an ad in the community newspaper seeking free-lance workers to proofread in their homes. He was instructed to send \$25 for a list of businesses that hired these workers. When he received the list, he wrote to the companies to secure a job. Much to his dismay, he found that none of them were interested in hiring proofreaders.

Work-at-home advertisements may be found in the classified sections of local newspapers, in national tabloids, on the internet or mailed directly to your home. While some of these ads are legitimate, many are not. The ads promise high wages for work you can do at home, but may not tell you that you may have to work many hours without pay or cover numerous hidden costs. Common “work-at-home” schemes offer work such as envelope stuffing, putting together crafts or other products and medical billing. These ads give vague details about the type of work to be done and may ask you to send a self-addressed stamped envelope for more information. Once you receive the information, the company may require you to put up a fee or to purchase expensive computer software or other equipment before you start working. After the fee is paid, you may receive a list of companies that do not exist or that do not hire workers for the job you saw advertised or you may learn that the listed companies are

not associated with the “work-at-home” company and that the equipment or software is useless.

Tips to avoid “work-at-home” rip-offs:

- Be suspicious of companies that promise a regular market or steady income.
- Don’t pay for information about a “work-at-home” offer.
- Find out the total costs for training, supplies, materials or membership fees.
- Find out if you will be paid wages, salary or commission.
- Find out exactly what you must do in order to benefit from all that is promised in the ad.

Home Improvement

complaints consistently

rank among the top five

complaints received by the

Bureau of Consumer

Protection and a top

complaint by seniors.

# Investment Scams



Investment scams have continuously flourished as the number of consumers saving money for the future has increased. The various types of investments such as stocks, mutual funds, CDs, viatical settlements, prime bank schemes and other investments are not only challenging to the average consumer, but enticing as well. Unfortunately, the increase in individual investments has caused a rise in the number of investment scams.

It is important not to confuse investment scams with bad investments. A bad investment is nothing more than a poor choice. An investment scam is a criminal act that was intentionally designed to deceive and manipulate you, the

investor, through the use of false claims, lies and/or high pressure sales tactics.

The volatile state of our markets has had the negative effect of forcing many senior citizens who are dependent on predictable income to look for alternative investment options. Many consumers are unwittingly being approached by con artists claiming that they can provide low risk investments with high returns. However, there is a consensus among investment experts that the higher the return, the higher the risk.

The most commonly recognizable scams are pyramid schemes, chain letters, gems and promissory notes. Over the past several years, some newcomers have entered the field of investment scams. These newcomers include viatical settlements, money transfer scams, prime bank schemes and investment seminars.

“Viatical settlements” were designed to help gravely ill people pay their bills. Viatical settlements permit the insured to obtain a portion of their death benefit in cash, and then the beneficiary receives the remainder of the death benefit when the insured dies. As an investment scheme, investors are asked to purchase someone else’s death benefit which may not pay-off because it is all but impossible to predict when someone will die.

E-mails, letters and faxes offering to make consumers rich are being sent throughout the United States and other countries by individuals purporting to be officials of the Nigerian government or banking institutions. The correspondence requests assistance with the transfer of money ranging anywhere from \$10 million to \$60 million, purportedly related to an inheritance, sweepstakes or contract. In exchange for assisting in the transfer, consumers are promised a large percentage of

the funds. The scam asks consumers either to provide funds to cover various fees or for personal identifiers such as Social Security numbers, bank account numbers and other similar data. Once this information is received, the scammer uses the information to raid the consumer’s accounts and make off with large sums of money.

Scammers who specialize in the prime bank scheme promise investors huge returns through access to the investment portfolios of the world’s elite banks. Potential investors are led to believe that people like the Rothchilds and the Saudi Royal family have secret investments that the average consumer can pool his or her money with, and take advantage of the same investment opportunities.

Investment seminars are marketed through the newspaper, radio and television (i.e. infomercials on cable T.V.). In some instances, the only

people who make any money through investment seminars are the people running the seminars. These people make their money from admission fees and the sale of books and audiotapes.

Consumers should be wary of any sales pitch which uses the following phrases:

- Act now, limited offer.
- Tax-free offshore investments.
- Big profits in short time.
- “No risk” or “risk free” guarantees.
- Insider.
- Get rich quick.

Consumers should keep in mind that they can be scammed by telephone, on the internet, through the mail, by e-mail, fax or by advertising. There are literally hundreds of investment opportunities available to consumers in today’s financial

world. It is your responsibility to ask questions and sort through the information you receive. You owe it to yourself and your family to educate yourself before making any investments.

Remember:

- Never buy anything you don’t understand.
- Never make an immediate decision.
- Read the fine print.
- You can’t get something for nothing.

Before investing, contact the following agencies for information on the legitimacy of those with whom you plan to invest:

The Securities & Exchange Commission at 1-800-732-0330; or The National Association of Securities Dealers (NASD) at 1-800-289-9999.

For a free copy of “Older Investors,” write NASAA, 10 G. Street, NE, Suite 710, Washington, D.C. 2001.

# World Wide Web of Cheaters, Liars & Thieves: Internet Access Offers Crooks New Routes to Your Money



Bill was excited about learning to use the Internet on his computer. While “surfing the net” one day, Bill came across what looked like a fabulous business opportunity to use his PC to make money at home. When he sent for more information about the business, he was surprised to discover that the required initial investment of money was far greater than was advertised on the net.

The so-called “Information Superhighway” or “Cyberspace” is the newest area being used by con artists. As the number of seniors using the Internet grows, and as more and more seniors become computer literate, the chances of becoming a victim of an online scam increases. Many scam artists using the telephone and mail to trick consumers are now also using the Internet and online services. Some of the favorite techniques are:

- Classified advertising that promises much more than can be delivered, such as quick and easy weight loss products.
- Business opportunities, especially work-at-home schemes involving the use of a personal computer to make money.
- Use of “900” telephone pay-per-call services that promise high profits for a small investment.

- Disguised “advertising” on the Internet and online service bulletin boards, chat rooms or chat forums that are actually sales pitches for products.

## Tips to recognize an online scam:

- Overstated claims of product effectiveness.
- Frequent use of the word “hot” to describe proposed investment opportunities.
- Exaggerated claims of potential earnings.
- Claims of “inside” information.
- Promotions of cheap stocks promising high returns.
- Promotions for exotic investments such as gold mining, ostrich farming, etc.

For more information on online scams,  
contact the National Fraud Information Center,  
Consumer Assistance Service at  
800-876-7060  
or  
[www.fraud.org](http://www.fraud.org)  
on the World Wide Web.



# Am I Hearing Right?

**Inflated claims and misleading guarantees cloud decisions when shopping for hearing aids.**



Flora spent \$2,500 for hearing aids, but she found them to be useless. Although she complained to the seller, he repeatedly insisted she simply needed more time to get used to them. Flora's sales contract didn't include the notice of cancellation or the 30-day money back written guarantee as required by law, and she worried about how she might get her money back.

Hearing aids and batteries can be a big expense, with each hearing aid costing as much as \$2,000.

If you're fitted improperly, you could end up with a costly device that you can never use. And if you're not careful, an aggressive salesman, using hard-sell tactics, could persuade you to buy the wrong hearing aid.

It is essential before buying a hearing aid that your hearing problem be diagnosed properly (a hearing loss may be a symptom of a more serious medical condition). Your doctor can then refer you to a seller who is qualified to properly fit hearing aids.

A hearing aid seller is required by Pennsylvania law to advise you at the outset that any examination or representation made by them as a registered hearing aid dealer or fitter is not an examination, diagnosis or prescription by a person licensed to practice medicine and, therefore, must not be regarded as a medical

opinion. The seller must give you a written receipt containing all pertinent facts and specifications regarding the hearing aid and indicating whether the hearing aid was used or reconditioned. Before providing any services to you, the seller must provide you with a detailed disclosure agreement (containing a complete description of what the fitting procedure or process does and does not include and an itemization and disclosure of any and all fees, including any cancellation fees). The seller is also required to give you a user instructional brochure for the hearing aid.

The law also provides that no hearing aid can be sold to any person unless accompanied by a 30-day money back written guarantee. This means that if the person returns the hearing aid in its original condition (ordinary wear and tear excluded) within 30 days of the date of delivery,

the customer shall be entitled to a refund of the purchase price of the hearing aid and accessories (as itemized on the receipt).

## Tips when buying a hearing aid:

- Do not sign anything without reading it carefully. You might be signing an agreement to waive the need for a medical examination before you buy a hearing aid.
- Be sure you deal with a seller who will take the time to resolve fitting and volume adjustment problems and teach you how to use the device.
- Get a written estimate of the cost of the hearing aid, including extra charges for molds, accessories, follow-up checkups, warranties, etc. Also make sure to get the detailed disclosure agreement and the user instructional brochure for the hearing aid.
- Never pay cash. Use a check (payable to the company, not a salesperson) or credit card so you can stop payment if necessary.
- Make sure you receive the 30-day money back written guarantee.

# Discount Medical Programs



With the rising cost of health care, consumers have become increasingly interested in medical discount programs. Discount medical programs are not insurance products and are not subject to regulation by Pennsylvania's Insurance Department or Department of Health. They typically offer discounted fees on prices for medical or dental services and/or products or prescription drugs from participating providers (e.g. doctors, dentists and pharmacies). If a consumer is interested in subscribing to any of these programs, there are important questions they should ask:

- What are the name, address, telephone number, facsimile number and website address of the company?
- Who or what department should the consumer call with any questions or problems about the program? Is there a 24-hour help line? If not, what are the hours of operation?
- Is there an introductory trial period? If there is, how does the consumer notify the company about discontinuing the program?
- What is the monthly cost for membership in the program?
- Is there an initial fee for membership in the program? If so, and the consumer decides to cancel membership in the program, will the fee be refunded?
- Will the consumer be issued a membership card for the program? If so, will participating providers require

the card in order to obtain the discounted fees or services?

- How many and which providers currently participate in the program in your area?
- What specific discounts are available to the consumer from participating providers, under what circumstances, and are they guaranteed?
- Are there pre-authorization or pre-certification requirements for accessing the discounts with participating providers?
- What statements, if any, will the consumer receive from the program, detailing cost savings obtained through subscribing to the program?
- Will the consumer be able to obtain discounts through the program while on vacation or away from home?
- Will the program extend to members of the consumer's

family? If so, is there an additional cost? Will each family member receive a membership card?

- Can the membership be cancelled at any time? What is the process to cancel the membership?
- Are there any additional fees which are charged as part of the program?
- If the consumer subscribes to the program, how will any personal information provided be handled?

The discount medical program should provide answers to these questions and written materials confirming the representations. Be particularly wary if the program insists upon obtaining checking account or credit card information from you *before* your questions have been answered. Contact the Better Business Bureau to see if any complaints have been filed against the company. Being an informed and proactive consumer is the best way to evaluate whether a discount medical program suits your needs.

# Making Hard Decisions for Loved Ones

Poor planning when choosing a nursing home can cost both money and peace of mind.



Sylvia lived alone in a beautiful ranch house. Her daughter Mary tried to visit at least once a week. During her last visit, Mary noticed the grass had not been cut, the house seemed dirty inside and the only food on hand was some cereal. Sylvia also seemed a little confused. Mary wondered if her mother needed to move into a nursing home and she began considering admitting her to the Beautiful Garden Nursing Home. The nursing home administrator suggested Sylvia be admitted right away. Mary

asked, “What’s it going to cost?” The administrator said that costs ran about \$4,000 a month and added: “If we admit your mother, you will be responsible for any charges your mother’s money doesn’t cover. You must also agree to pay privately (out of your own pocket) for at least six months. If you don’t, we can’t admit your mother.”

In order to choose the best nursing home for your particular circumstances, it is important that you plan ahead, research your options and know your legal rights. Before making any decisions for either yourself or a loved one please consider the following:

- It is a good idea to research as many nursing homes in your area as possible to determine which one best meets your needs. You can obtain a listing of all the nursing homes in your county by visiting the Department of Health’s web site at [www.health.state.pa.us](http://www.health.state.pa.us).

- Scheduling a visit to the nursing home will help you decide whether it will meet your needs. A visit will also allow you to talk to the current residents and their families to see if they are happy with the care they are receiving. Ask to review a copy of the policies and procedures regarding the rights and responsibilities of residents which must be made available to residents, as well as members of the public. Remember, you have the right to review the most recent inspection of the nursing home.
- Ask whether the nursing home accepts insurance coverage, Medicare, Medical Assistance, or if it requires you to pay privately. Before entering a nursing home you must be informed verbally and in writing about the services available and the charges covered or not covered by the daily rate of the facility.
- A nursing home may not require or solicit the signature of another person other than the applicant as a condition of admission into the facility, unless

the other person has specific legal authority. Also, a nursing home may not require you to pay from your own funds unless you make the decision to do so voluntarily.

- Read the admissions contract carefully, paying special attention to who is responsible for payment. As an extra precaution you may want to ask your attorney to review the contract prior to signing it.

To speak to a counselor who can provide you with additional information and refer you to local agencies for assistance, call the Long Term Care Helpline at 1-866-286-3636.

# Sorrow & Financial Vulnerability: A grieving heart can be an opening to bleed your pocketbook.



Peggy was devastated when her husband died suddenly while they were vacationing in Florida. She contacted a funeral establishment back home to get help in making arrangements. She was told everything would be handled. When Peggy returned home for the funeral, she was grateful to see that the service was done tastefully. However, when she received the bill from the funeral director, she was shocked at the amount that she owed.

The death of a loved one is upsetting for everyone, and can unfortunately be a ripe

opportunity for some unscrupulous business owners. But, while a grieving widow or widower may be especially vulnerable to frauds and scams, purchases and transactions entered into well before the customer's death can be an area for exploitation as well.

Some people purchase life insurance to provide for "final" expenses. However, some expensive policies may have severely limited benefits. You might end up paying far more in premiums than the policy would ever be worth.

While funeral homes are regulated by law, decisions about final arrangements can also become opportunities for manipulation by a few unscrupulous businesses. The Federal Trade Commission requires that itemized prices be provided over the telephone and that services be listed separately so there are options from which to choose. Pre-planning a funeral is a good way to prevent someone from using an emotional time as a chance for profit.



Some people choose to pre-pay for their funeral expenses so that their families won't have that burden. While pre-paid plans have the advantage of fixed prices with inflation protection, the interest earned on your pre-paid account goes to the funeral director at the time of the service. You might want to consider pre-planning without pre-paying and set up a special savings account to pay the expenses instead.

## Tips to remember when planning for death:

- The stress of a loss of a loved one can cloud otherwise routine financial transactions. Let a relative or trusted friend help you with funeral arrangements, or better yet, pre-plan your funeral.
- If you pre-pay for your funeral, carefully read the contract.
- Be wary of insurance policies that seem too good to be true.
- Remember that you have consumer rights regarding death-related purchases. The Federal Trade Commission and other protection agencies have rules for funeral homes.
- When a loved one dies, don't be pushed into making big decisions or purchases. Some suggest that it is wise to wait a year before taking big steps like moving.

# Are You Sure I'm Insured?

## Making sure your coverage isn't full of holes.



Henry's insurance agent called to describe a new life insurance product which sounded much better than the policy Henry already had. The agent quickly arranged for a meeting at Henry's house and was very helpful in explaining the new product. It sounded great to Henry — no added cost and better benefits. Some weeks later, Henry received a letter from the insurance company outlining his new policy. The new policy actually cost a lot more and offered less coverage than his former policy.

Although most insurance agents are reputable, some unscrupulous agents target the elderly or ill

with “get-rich” schemes that leave the agents rich and the elderly with nothing, or far less than they bargained for. Insurance is a complicated product and an uncaring agent can use these complications, coupled with high pressure tactics, to lure unsuspecting consumers into worthless or overpriced insurance policies. Some examples of policies used in these schemes include cancer insurance, fixed premium/decreasing coverage term life insurance and whole life insurance policies.

The most important thing is to be an informed consumer. You must be sure you understand what is covered under the policy and its benefits, as well as any costs, conditions or exclusions associated with the policy (e.g. the policy may have important provisions on pre-existing conditions). Above all, make sure you read and understand what you are signing.

Be careful if an agent:

- Makes an unannounced visit at your doorstep.
- Suggests that a fairly new policy (less than a year old) can be replaced with a “better” policy.
- Suggests replacing your insurance policy without a reason.
- Pressures you into signing forms or making changes to existing policies.
- Shuffles forms and policies in front of you with a signature required on each page.
- Offers any kind of “package deal” that includes several types of coverage or benefits.
- Demands payments in cash or money orders only.
- Gives you no receipt for payments.
- Requests check be made payable to him instead of to

the insurance company.

- Asks you to sign documents that are not complete but will be filled in later by the agent.
- Insists that you sign forms containing false or incomplete information about such things as your address; pre-existing medical conditions, problems or history; or the use of your car.
- Discourages you from having others review documents or talking to other customers with the same type of policy and coverage.

Look out for these tell-tale signs of a possible scam:

- You don’t receive a policy within six weeks.
- You don’t receive annual reports and other correspondence from the company.
- The declaration page of your policy contains coverage you did not want to purchase.

- Your policy statements show loans against the policy not authorized by you.
- The agent states or implies that he/she is endorsed by the government.

To avoid becoming a victim:

- Do not sign any forms unless you've had sufficient time to review them.
- Get a receipt every time you make a payment.
- Never change an insurance policy unless you have had time to review all the forms completely.
- Never let an agent talk you into coverage you do not need or want.
- Read carefully any correspondence about your policy that you receive from the company.

Remember, there is no reason to rush into decisions concerning the purchase of insurance policies, whether they are for life, health, automobile or homeowners' coverage. If you feel that an agent is pressuring you, do not sign anything until you have had time to review the documents completely.

When purchasing a life insurance policy, you have a minimum of 10 days, from the date of delivery of the policy, to review and return the policy to the insurance company for a full refund if you are not completely satisfied. If you decide to buy an accident and health insurance policy, you can return the policy directly to the agent or the company by certified mail within ten days of receipt of the policy for a full return of the premium paid (this only applies to individual policies, not group policies). For Medicare supplement and long-term care policies, new policyholders have 30 days to return the policy and receive a refund.

# Senior Crime University



The Senior Crime Prevention University (SCPU) was created to educate older Pennsylvanians and their families throughout the Commonwealth on crime prevention. Our goal is to make Pennsylvania's older population **AWARE** of the threat of fraud to the elder community, teach them how to **AVOID** being victimized and to make sure they know to **ALERT** their local law enforcement or our office when they are concerned about their safety and well-being. Educating seniors about crime and how to avoid it is the best way we can help seniors to help themselves.

The Senior Crime Prevention University program is offered by the Office of Attorney General in conjunction with other law enforcement agencies. A video hosted by the Attorney General, as well as a discussion led by a representative of the Office of Attorney General and other law enforcement bodies, helps to educate seniors on a variety of topics including home improvement, telemarketing, sweepstakes and financial fraud. Brochures and handouts on numerous consumer issues are made available to program participants.

If you or your organization would like to host a Senior Crime Prevention University program, please contact:

Senior Crime Prevention University  
21 South 12<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Philadelphia PA 19107  
Telephone: 215-560-2270  
Fax: 215-560-2494  
[senioruniversity@attorneygeneral.gov](mailto:senioruniversity@attorneygeneral.gov)

# Beware of Living Trust Scams



Planning in advance for the distribution of assets at death is a good idea. While there are many ways to do this, in order to make the right decision the smart consumer needs to explore every option and consider the type of estate planning that's appropriate for them. One device is a living trust which is a trust set up during a person's lifetime. This may be a good idea for some, but not for others. Most importantly, keep in mind that when considering your estate planning needs, your interests may best be met by consulting with an attorney.

## THE SCAMS:

Unfortunately, when it comes to living trusts, unscrupulous con artists are ready to play on consumers' fears of the unknown. In some cases, consumers—mostly elderly—are solicited by phone or mail to attend seminars or to set up in-home appointments to discuss living trusts. Living trusts are then marketed through high-pressure sales pitches which prey on the fear that assets will be tied up indefinitely or that estates are prone to heavy taxes and fees if a living trust is not in place. Con artists often rely on unfamiliar terms such as "probate" and "executor" to convince consumers that a living trust is right for them even though many of the complex rules and fees that can complicate estate distributions do not exist in Pennsylvania.

Sometimes victims are sold worthless "kits," costing several thousand dollars, which are nothing more than standard forms that may or may not be valid, as laws concerning living trusts vary from state to state. In other cases, false promoters simply want to gain access to consumers' financial information so they can sell them other products, like insurance annuities.

## THE FACTS:

To avoid being taken advantage of by these con artists, keep the following tips in mind:

- Shop around. Check out offers with a trusted attorney or estate planner.
- Be certain a living trust is the best option for your situation.
- Never sign anything containing options or terminology you don't understand.
- Do not give in to high-pressure sales tactics. Legitimate offers will be around long enough for you to properly research them.
- Always check out offers from telephone solicitors or door-to-door sales people.
- Make sure you have the option of updating your trust periodically. Understand how this is done and be aware of any costs incurred to do so.
- Beware of anyone portraying living trusts as being a solution for estate planning.
- Verify any stated affiliation or endorsement by a government agency or senior association.
- The Cooling Off Rule states that if you buy a living trust in your home or somewhere other than the seller's permanent place of business (like a hotel seminar), you have three business days to cancel the deal.

# Directory of Consumer Resources

Aging		Consumer Advocate (Utilities)	800-684-6560
AARP	888-687-2277	Consumer Product Safety	800-638-2772
Citizens for Independence	800-956-0099	Center for Disease Control	800-458-5231
Dept. of Public Welfare	800-692-7462	Federal Trade Commission	877-382-4357
Elder Care Locator	800-677-1116	Funeral Consumer Alliance	800-458-5563
Governor's Info. Line	800-932-0784	Funeral Consumer Assistance Program	800-662-7666
Consumer Protection		Identity Theft (Federal Trade Comm.)	877-438-4338
AG HealthCare Section	877-888-4877	Insurance Hotline	877-881-6388
Attorney General Hotline	800-441-2555	Mail Fraud/Postal Crime	800-654-8896
Bureau of Professional Affairs	800-822-2113	National Fraud Info. Center	800-876-7060
Coalition Against Domestic Violence	800-932-4632	PA Department of Health	800-582-7746
		PA Department of State	800-732-0999
		PA Dept. of Banking	800-722-2657
		PA PUC Complaints	800-782-1110
		PA Securities Commission	800-600-0007



PA Welfare Fraud Tipline	800-932-0582
PACE Fraud & Abuse	800-992-2433
Postal Inspection Service	800-372-8347
Utility Terminations	800-692-7380

#### Credit Information

Credit Counseling Service	800-388-2227
Equifax Credit Bureau	800-525-6285
Experian Credit Bureau	888-397-3742
Trans Union Credit Bureau	800-680-7289

#### Financial Assistance

Bankruptcy HelpLine	877-837-3424
PA Dept. of Welfare	800-692-7462
Pension/Welfare Benefit	800-998-7542

Social Security Administration	800-772-1213
Telephone Assistance Program	800-771-3312

#### Health Care

AG HealthCare Section	877-888-4877
APPRISE Medicare Info	800-783-7067
HMO Complaints	888-466-2787
Home Health Hotline	800-222-0989
Medicare Information	800-633-4227
National Alliance for Mentally Ill PA	800-223-0500
Nurse Aid Register	800-852-0518
Nursing Care Facilities	800-254-5164
PA Department of Health	800-582-7746
PA Dept. Public Welfare	800-932-0582
PACE/PACENET Prescriptions	800-225-7223

Pharmaceutical Programs	800-762-4636
Hearing/Vision Problems	
Bureau for Blindness	800-622-2842
Dial a Hearing Screening	800-222-3277
Hearing Aid Helpline	800-521-5247
TTD Distribution Program	800-670-7303
TTY Customer Assistance	800-855-1155
TTY Social Security	800-325-0778
TTY US Veteran	800-829-4833
Legal Services	
PA Bar Association Referral Line	800-692-7375

Medical Treatment/Self Help/Support Groups	
AIRC Nutrition Hotline	800-843-8114
Alcohol Hotline	800-252-6465
Alcohol/Drug Treatment	800-454-8966
Alzheimer's Hotline (ADEAR)	800-438-4380
American Cancer Society	800-227-2345
American Diabetes Association	800-342-2383
American Heart Association	800-242-8721
American Kidney Foundation	800-638-8299
Center for Disease Control	800-458-5231
Multiple Sclerosis Society	800-548-4611
National Cancer Institute	800-422-6237
National Osteoporosis Foundation	800-223-9994
PA Alzheimer's Helpline	800-367-5115

## Transportation

Handicap Parking	800-932-4600
Restricted Licenses/Reduced Motor Vehicle Registration	800-932-4600

## Veteran

PA Veterans Affairs	800-547-2838
US Veteran Benefits Info.	800-827-1000
US Veterans Benefits Insurance	800-669-8477
VA Medical Center	800-409-8771

## Miscellaneous

Federal Election Committee	800-424-9530
PA Voter Registration	800-552-8683
Recycling	800-346-4242
Unclaimed Property	800-222-2046
United States Postal Service	800-275-8777



*Compliments of*

# **SENATOR WAYNE D. FONTANA**

*42nd Senatorial District*

## **BROOKLINE DISTRICT OFFICE**

930 Brookline Boulevard • Pittsburgh, PA 15226-2106 • (412) 344-2551 • Fax: (412) 344-3400

## **KENNEDY DISTRICT OFFICE**

Kenmawr Plaza • 524 Pine Hollow Road • Kennedy Township, PA 15136-1661 • (412) 331-1208 • Fax: (412) 331-2079

## **HARRISBURG OFFICE**

Senate Box 203042 • Harrisburg, PA 17120-3042 • (717) 787-5300 • Fax: (717) 772-5484

Senate of Pennsylvania: 1-800-364-1581 (TTY)

**E-MAIL:** [fontana@pasenate.com](mailto:fontana@pasenate.com) • **WEB SITE:** [www.senatorfontana.com](http://www.senatorfontana.com)