

# Immediate Steps for an Information Breach:

- **Call 911** and get a police report.
- Place a **freeze** on your credit reports.
- Obtain a **free credit report** from one of the credit agencies at [www.annualcreditreport.com](http://www.annualcreditreport.com) and review it!
- **File I.D. theft complaint** and Affidavit with [www.FTC.gov](http://www.FTC.gov).
- **Notify** all of your financial institutions of the security breach.

**Any questions  
please call Lifespan  
(585) 244-8400  
or (866) 454-5110.**



## BREAK THE SILENCE

Upstate Elder Abuse Center at Lifespan

*The Upstate Elder Abuse Center at Lifespan works to prevent and stop elder abuse.*

### SCAM PREVENTION PROGRAM

Provides educational presentations for older adults and others about scams and fraud. Provides direct intervention in cases of scams, fraud, and contractor problems.

### FINANCIAL SERVICES PROGRAM

Provides older adults and their families with financial counseling and daily financial management services to protect older adults from financial exploitation.

### ELDER ABUSE PREVENTION TRAINING AND INFORMATIONAL PRESENTATIONS

Training for professionals and those who have frequent contact with older adults to recognize the signs of elder abuse and financial exploitation.

### GERIATRIC ADDICTIONS PROGRAM (GAP)

This unique home-based program fills a gap in services for older adults who are misusing alcohol, prescription drugs or illegal drugs. GAP provides in-home assessment and intervention, supportive counseling for families and training for professionals.



Upstate Elder Abuse Center at Lifespan  
1900 South Clinton Avenue  
Rochester, New York 14618  
(585) 244-8400  
[www.lifespanrochester.org](http://www.lifespanrochester.org)

 LIFESPAN WELCOMES EVERYONE

# Be Scam Aware

**Lifespan helps older adults take on scams, fraud and consumer protection.**

Group presentations and one-on-one assistance for victims of scams, identity theft and/or fraud.  
**(585) 244-8400**

Program funded by Monroe County and City of Rochester Community Development Departments through grants from the U.S. Department of Housing and Urban Development; also by Monroe County Office for the Aging, NYS Office for the Aging and NYS Office of Victim Services.

# Protect Yourself and Loved Ones from Scams, Fraud, and Identity Theft

FOR HELP,  
CALL THE  
SCAM PREVENTION  
PROGRAM AT LIFESPAN  
(585) 244-8400



1. Never pay money to collect money or prizes.
2. Your online love asks for money; no matter the reason, stop! Don't send it.
3. If you wish to donate to a charity, give local.
4. Verify a government agency by hanging up the phone and then calling them.
5. Never allow remote access to your computer, cell phone, or other electronic devices.
6. Caller ID is not reliable. The number you see could be part of a scam.
7. Do not mail cash or purchase gift cards for payment of any kind.
8. Do not share medical or personal information including your Social Security number over the phone or computer.
9. Delete unsolicited emails or text messages without clicking on any links.
10. Never give personal information unless YOU made the call.