

Navigating Banking Technology

Presented by:

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Today's Topics

- Navigating Mobile Banking
- Current Technology-Based Scams
- Tips and Tools

Navigating Mobile Banking

Redwood Credit Union App

Current Tech-Based Scams

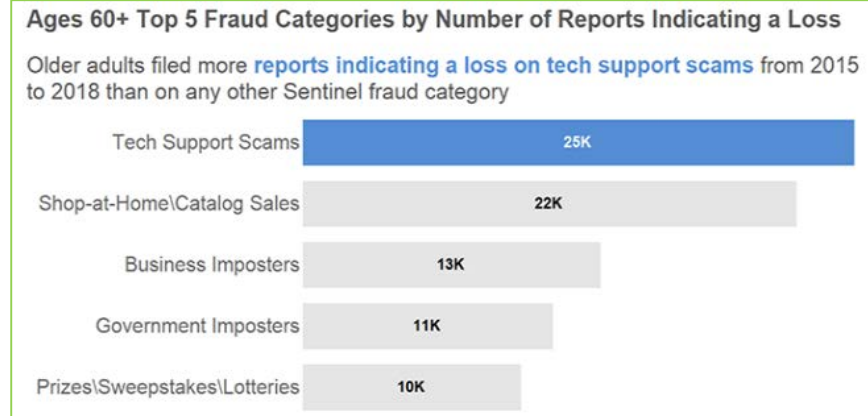
Tech Support Scams

- Phone call or pop-up “from Apple or Microsoft” warning of a computer problem
- Users grant fraudsters remote access to the computer for “troubleshooting”
- Users pay for “help” that really had no positive impact; in fact, ...
- Potential for additional fraud

Older adults were about **5 times more likely** to report losing money on tech support scams (2018)

Avoid Tech Support Scams

- Don't click links/call numbers that pop up warning of a computer problem
- Hang up on unexpected calls from "tech support"
- Don't believe your caller ID – it can be easily spoofed
- Never give control of your computer/share passwords with anyone who contacts you
- Keep your security software up to date
- If you need help, contact a computer technician that you trust; Don't just rely on an online search



If You've Fallen Victim

- Scan your computer for malware
- Change any passwords necessary
- Alert your credit card company, if appropriate
- DO NOT engage in conversations regarding a "refund" in part, in whole, or in excess of the amount originally charged

Online Romance Scams

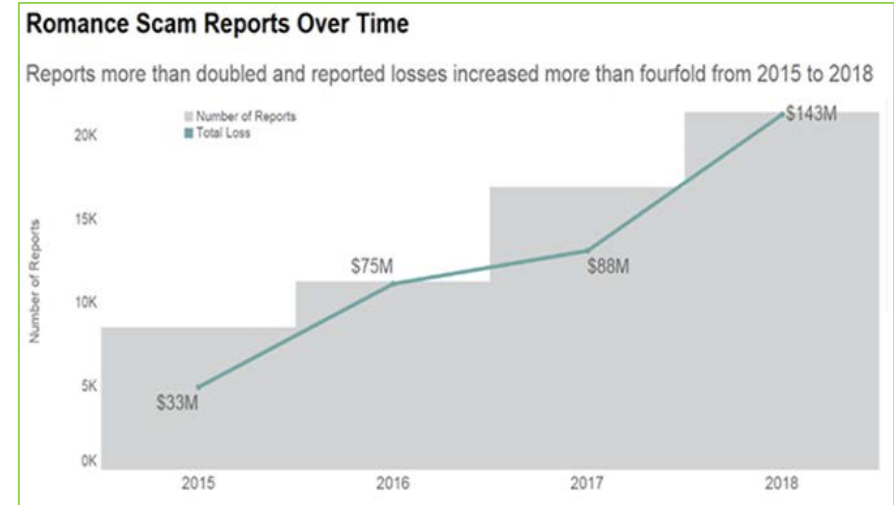
- Dating websites and social media platforms
- Fake profiles
- Connection + time = love (money)
- Irreversible damage ... and loss

\$2,600

The **median reported loss** to romance scams is about seven times higher than for other frauds (2018).

Avoid Romance Scams

- Never send money or gifts to anyone you haven't met in person
- Don't be love-blind: Pay attention when things don't add up
- Take it slowly
- Try a reverse-image search of the profile pictures: If they're associated with another name or with details that don't match up, it's a scam



Prescription Drugs & Anti-Aging Products

- Advertisements or emails regarding discount and/or off-brand drugs and products
- Nothing for something
- Potentially ineffective/dangerous products

Avoid Sub-Par Products

- Purchase prescription medication and other self-care products in person or through reputable sites
- Review payment (credit card/debit card) statements regularly to identify any unauthorized charges
- Review insurance records regularly to ensure correct authorized usage

Tips & Tools to Protect Yourself

Tips

- Beware links in pop-ups or unexpected emails
- NEVER give usernames/passwords
- “Overpayment” is a red flag
- Requests for payment via gift card are bogus

Tools

- Trustworthy and up-to-date security software
- Windsor Senior Center computer group | Redwood Credit Union
- www.FTC.gov/scamalerts
for brief summations regarding common current scams
- www.justice.gov/elderjustice/consumer-fraud
to report fraud and identify next steps
- <https://www.aarp.org/money/scams-fraud/>
podcasts, videos, geographic info on scams



Thank you!