



Older Adults and Imposter Scams

How often do you receive calls from an unknown number? It could be someone you know... Or is it a scammer?! Do you trust yourself and your loved ones to know the difference?

Isolation and being more dependent on others make seniors a target for scams. According to the **Consumer Sentinel Network**, imposter scams were the number one type of fraud reported in 2024. This scam occurs when a person pretends to be someone they are not and convinces you to send money, give them access to your financial accounts, or share sensitive personal information. The **National Council on Aging (NCOA)** offers information about the top five imposter scams that older adults fall victim to, including: grandparent scams, financial service scams, tech support scams, government imposter scams, and romance scams.

Technology Scammers Use

The U.S. Senate Special Committee on Aging put out a report in 2024 titled, **Fighting Fraud: Scams to Watch Out For**. In the report they spotlight how Artificial Intelligence (AI) is being used to mimic human interaction and steal information. With this technology, scammers can be more convincing and fool anyone into thinking

they are interacting with a real person. AI technology that is being used includes:

- **Chatbots** to simulate human conversations and to ask for payment information, personal identifiable information, and to direct individuals to fake websites.
- **Voice Cloning** to create a voice that sounds like a person you know.
- **Deepfakes** to generate videos, audio, and images of trusted figures like celebrities or even family members.

The Ohio Attorney General's office has more information on how **Artificial Intelligence is being used in consumer scams** and what you can do to do to protect yourself and others.

How to Protect Older Adults

Make sure your loved ones are not isolated by checking in with them through regular visits or phone calls. Use this time to talk about scams, what they should look out for, and how they can protect themselves.

- Make them aware of red flags that can identify a potential scam:
- There is a sense of urgency, and they are being pressured and rushed to make decisions immediately.
- There is a request to send money immediately with specific details including the use of gift cards, wire transfer, or cryptocurrency.
- They are being asked to keep things a secret despite the urgency of the situation.
- There are spelling or grammar errors in a message they receive.
- There are threats of arrest or legal action if they do not act.
- Payment is being asked for upfront.
- They receive an unsolicited phone call, e-mail, or text message and that requires them to provide personal information to verify their identity.

Next, discuss actions they can take to help protect themselves:

- Most importantly, trust your gut! If it doesn't feel right, it probably isn't.
- Don't be afraid to hang up! You can always call back a verified number to confirm whether the call was legitimate or not.
- Do not call a number or click on any links that appear in a pop-up box or an e-mail. Instead, find a legitimate phone number or e-mail to confirm the message.
- Do not provide any personal or sensitive information to an online chatbot or when receiving an unsolicited phone call, text, or e-mail.
- Never transfer money or send money to an unknown location.
- Never pay with gift cards!
- Be wary of any stranger that reaches out via social media, especially if they have no mutual connections.
- Set-up a safe word with the family. This can be requested if you get a call from someone that says they are a family member in trouble.

Let them know, if they are not sure about a situation, they can always reach out to you for support. If a loved one has been a victim of fraud the **Internet Crime Complaint Center (IC3)** offers steps to take including a **National Elder Fraud Hotline**. The **Pass It On** initiative through the Federal Trade Commission (FTC) offers additional resources and information that you can share when having these important conversations with someone you love.



Financial Wellness Tip: Protect Your Identity with a Freeze

A credit freeze prevents identity thieves from being able to open an account in your name by restricting lenders from accessing your credit report. A credit freeze is free and can easily be put in place by contacting each of the three major credit bureaus: Equifax, Experian, and TransUnion. It remains in place until you choose to lift it.

Visit the [Federal Trade Commission](#) to learn the difference between a credit freeze and a fraud alert and which one is right for your situation.

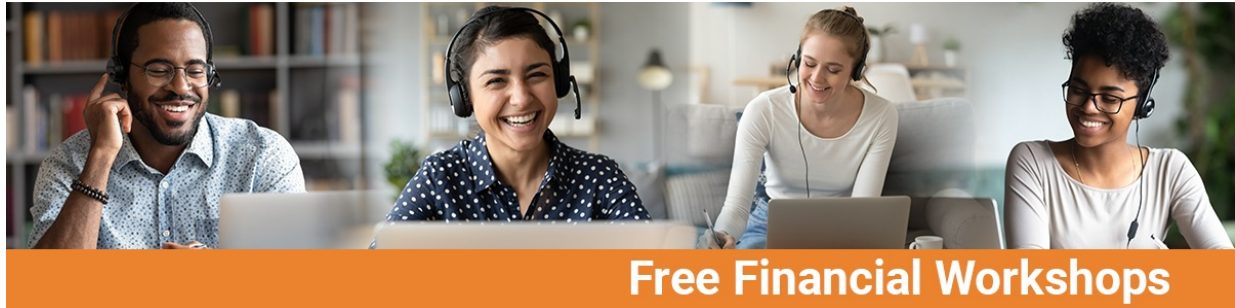


Emergency Fund: Soften the Impact of Unexpected Expenses

An emergency fund can help! Join us for a free workshop and learn how to get started and ways to determine your savings goal.

- **DATE:** Tuesday, September 23, 2025
- **TIME:** 6:30 - 7:30 p.m.
- **LOCATION:** BMI Federal Credit Union, Dublin

Register to attend at bmifcu.org/workshops



Community Webinar Schedule

Take a lunch break and join us this fall for a free a webinar designed to help improve your financial wellbeing:

- **Understand and Improve Your Credit Score**
Thursday, October 16, 2025 at 12 p.m.
Your credit matters, and it is important to know how it is calculated. Learn how to build, improve, and keep your credit score strong.
- **Sensible Holiday Spending**
Thursday, November 13, 2025 at 12 p.m.
Get ahead of spending by creating a budget specific to the holiday season. Determine what's important to you, find ways to stay on track, and learn how to avoid common setbacks.
- **Avoiding Scams**
Thursday, December 11, 2025 at 12 p.m.
Learn to identify the most common scams and how to protect yourself and your loved ones.

Visit bmifcu.org/workshops to register to attend and find our full list of upcoming workshops and webinars.



Online Learning Center

Read an article, explore a module, watch a video, or use a calculator. Find the tools you need to learn through our **Online Learning Center**:

- **Financial Education Center**: A mobile friendly series of playlists and modules on Money Basics, Credit & Borrowing, Home Ownership, and more.
- **Online Learning Dashboard**: Includes articles and tools on a variety of personal finance topics.
- **Money Management Videos**: A collection of 24 quick and easy videos to learn how to manage your money better.

Products and Services Highlights



Our Rates Are Lower Than the National Average!

Transfer your balance to a new BMI FCU® Visa Platinum credit card and get

ZERO percent introductory APR¹ on your balance transfers for 7 months. After that, your APR will be **9.900%-17.900%** based on your creditworthiness when you open your account!

We also have a great balance transfer offer on our **Visa with Rewards** credit card!

Check out our **credit card offerings** and choose the card that best fits your needs.

Compare the National Average Credit Card Rate with BMI FCU[®]

BMI FCU Platinum APR¹

9.90% - 17.90%

BMI FCU Rewards APR¹

17.74% - 18.00%

National Avg. Credit Card APR²

20.13%

¹See complete details.

²National Average Credit Card Annual Percentage Rate Source: Bankrate.com, July 30, 2025.

<https://www.bankrate.com/credit-cards/advice/current-interest-rates/>



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Share the love and earn a **\$200 cash bonus*** for yourself and a **\$300 cash bonus*** for your friend when you refer them to join BMI Federal Credit Union[®]!

Print your **Refer A Friend card** to share with your friends and family today.

***See complete Refer A Friend details.**

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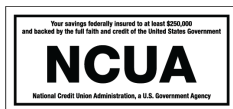
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