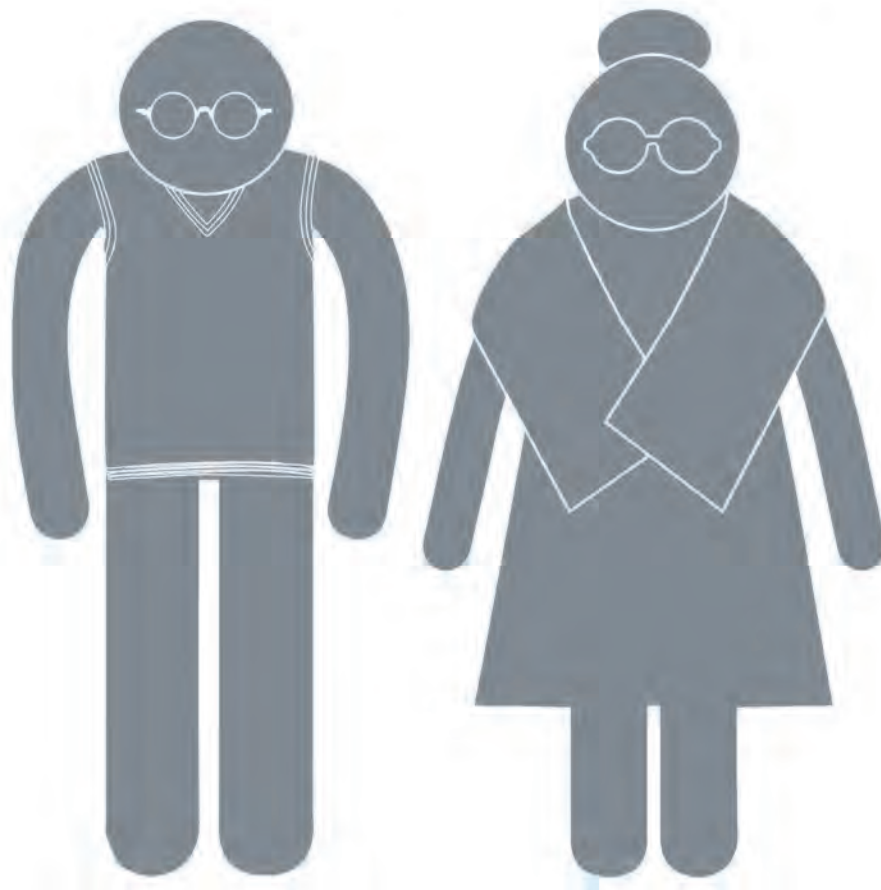


# Crime Prevention Book For Seniors

A collection of tips for keeping you safe



**NYPD** Crime Prevention Division



# Basic Safety Tips

## What can I do?



### Traveling

While out walking, try to do so in groups and in well-lit areas. Try to stay on main streets with other pedestrians around you.



### When walking

If someone attempts to snatch your pocketbook, let go of it. It can be replaced.



### Do what you can to be seen

Affix reflective tape to walkers and motorized scooters. Doing so will increase your visibility to drivers as you use crosswalks.



### Transportation

When you are driven home, ask the driver to wait until you are safely inside your residence.



### **Shopping**

If someone bumps into you while shopping or walking in a crowd, be aware that this action might be related to a pickpocket.



### **Medical information**

Always carry identification and have a list of your medications with doctor's contact information with you at all times. Also carry a list of medications and food that you are allergic to.



### **Keys in hand**

Have your keys in hand as you approach your home. This will allow you to unlock the door without delay.



### **Report it**

Immediately report a theft or any suspicious activity to the NYPD by calling 911.



# Deception Burglaries

## The Scam

Criminals often target seniors. These impersonators use false covers such as roofers, plumbers or electrical contractors. A common ploy being used is: "A pipe broke down the block and we have to check the water." Once inside, they distract a victim while stealing their valuables.

## What can I do?



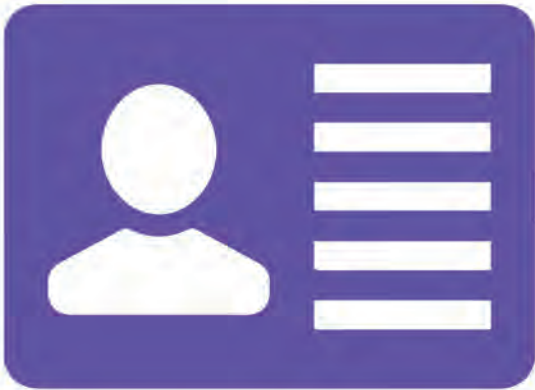
### **Safety**

If uninvited contractors knock on your door to discuss repairs on your residence, do not invite them in.



### **Keep doors locked**

If a contractor unexpectedly knocks on your door, DO NOT let them in. Tell them that you are expecting a family member or neighbor to be stopping by very soon. Call a neighbor or 911 if you feel uncertain.



### **Request I.D.**

If a utility worker needs to gain access to your residence to read the meter, request to see his/her photo identification through the peephole.



### **Contact**

Contact the company to verify employee's legitimacy (company numbers are provided below). You may want to keep a list of utility company phone numbers in a convenient location.



### **Report it**

Immediately report a theft or any suspicious activity to the NYPD by calling 911.

**CON ED:** 800-752-6633

**NATIONAL GRID (KEYSPAN):** 800-930-5003

**DEP/WATER:** 311

**PSEG:** 800-490-0025



# Mail Theft

## What can I do?



### **If you use a mailbox to mail out bill payments, please:**

- Try to deposit outgoing mail in the mailbox as close to scheduled pick-up time as possible.
- Do not deposit mail on holidays or weekends.
- If possible, try and give outgoing mail directly to the mail carrier and avoid using a corner mailbox.
- Use a pen with pigmented (permanent) ink to write checks out. This ink prevents the altering of your checks.
- Frequently check your account balance to ensure your checks were cleared by the establishment that you wrote them out to.





# Bank Visit

**SCAM**

**ALERT**

**This scam targets you when you visit your local bank.**

A group of individuals approach you and inform you that they just found a bag of money and wish to share it with you. The scammers then ask you to go to the bank and withdraw a large amount of money as collateral for the found money. Once you do that, they disappear and leave you with a bag of counterfeit money, and a depleted bank account.

## **WHAT SHOULD YOU DO?**

If you encounter a scam like this, once inside the bank, inform the teller, security guard or bank manager that you are being scammed and ask them to call 911.

If you believe you are being followed to or from the bank, proceed immediately to a safe space (such as a store or office) and call 911.



# **ID Theft**

## **How to protect your Identity**

If you are not applying for a mortgage, credit card or auto loan in the near future, you or a family member can place a temporary freeze on your credit. Do this by calling, writing or visiting the websites listed on the following page. If your financial situation changes, the freeze can be lifted at any time. Doing this prevents thieves from stealing your identity. This service is free of charge.



# What can I do?

**Contact**



**Call**



**Write**



**Visit**

**Experian**

**(888) 397-3742**

**P.O. Box 4500  
Allen, TX 75013**

**[www.Experian.com](http://www.Experian.com)**

**Equifax**

**(800) 685-1111**

**P.O. Box 740256  
Atlanta, GA 30374**

**[www.Equifax.com](http://www.Equifax.com)**

**TransUnion, LLC**

**(800) 888-4213**

**Consumer Dispute Center  
P.O. Box 2000  
Chester, PA 19016**

**[www.TransUnion.com](http://www.TransUnion.com)**



**SCAM**

**ALERT**

# **Phone Scams**

There are numerous phone scams that target seniors. Please read and familiarize yourself with the following scams. If you follow our advice, you will turn the tables on the scammer and help protect yourself.



You receive a call from someone claiming to be from Con Edison, Verizon, PSE&G or Spectrum. The caller tells you that your bill is past due and that your services will be shut off immediately if you do not submit a payment over the phone. **IT IS A SCAM!**

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

Utility companies **DO NOT** shut off services over the phone. Review a recent bill and call the number on the back. **YOU** initiate the call to customer service. They will tell you your current bill status. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**





You receive a call from someone claiming to be from the IRS. The caller tells you that you owe back taxes and if you do not pay over the phone, your property will be seized or a warrant will be issued for your arrest. **IT IS A SCAM!**

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

Call your accountant or tax preparer and inform them of the call. Also immediately tell a family member so they can assist you in your efforts.

**DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



# Medical

**SCAM**

**ALERT**

You receive a call from someone telling you that a family member has been injured in an accident and they need immediate surgery. The caller states that the hospital will not render aid until you submit payment over the phone. **IT IS A SCAM!**

(Note: the caller will have your family member's name and vital information to make it sound real.)

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

Call the loved one or family member they claim is injured (no matter what time of day it is and even if the caller tells you not to do so). Once you place that phone call you will find that your loved one is fine. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



# Hostage

**SCAM**  
**ALERT**

You receive a call from someone telling you that a family member is being held hostage and they want you to submit a ransom payment over the phone. **IT IS A SCAM!**

(Note: the caller will have your family member's name and vital information to make it sound real.)

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

Call the loved one or another family member (no matter what time it is and even if the caller tells you not to do so). You will find that your loved one is **OKAY**. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**





# Law Enforcement

**SCAM**  
**ALERT**

You receive a call from a law enforcement officer telling you that a family member has been arrested and that you need to pay bail money. They also tell you that the loved one is embarrassed and does not want other family members to know what happened. **IT IS A SCAM!**

(Note: the caller will have your family member's name and vital information to make it sound real.)

If you receive a call from a law enforcement officer asking for a donation to a law enforcement charity or foundation. **IT IS ALSO A SCAM!**

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

Call the loved one or another family member (no matter what time it is and even if the caller tells you not to do so). You will find that the loved one is **OKAY** and has not been arrested. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



# Immigration

**SCAM**

**ALERT**

You receive a call from someone telling you that they are from U.S. Immigration and Customs Enforcement. The caller states that your immigration status has been revoked and you will be deported or put in jail unless you submit payment over the phone. **IT IS A SCAM!**

(Note: the caller will have your name and vital information to make it sound real.)

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

Call U.S. Immigration and Customs Enforcement at (866) 347-2423 to report the incident. **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



You receive a call from someone telling you that you won a lottery or prize such as a vacation to a tropical destination or a cruise. The caller tells you that in order to claim the prize, you have to submit a payment over the phone to cover taxes and processing fees. **IT IS A SCAM!**

## **WHAT SHOULD YOU DO?**

### **HANG UP!**

You did not win anything! **DO NOT GO OUT AND PURCHASE A GIFT CARD TO PAY OVER THE PHONE!**



# **Services For Seniors**

## **Neighborhood Self Help by Older Persons, Inc. Neighborhood SHOPP VIP Program**

953 Southern Boulevard, Suite 203  
Bronx, NY 10459  
(718) 542 - 0006

## **The NYC Department for the Aging Elderly Crime Victims Resource Center**

2 Lafayette Street  
New York, NY 10007  
(212) 442 - 3103

## **Carter Burden Center for the Aging, Inc.**

1484 First Avenue  
New York, NY 10075  
(212) 879 - 7400

## **Jewish Association for Services for the Aged (JASA)**

247 West 37 Street  
New York, NY 10018  
(212) 273 - 5275

## **Community Agency for Senior Citizens, Inc.**

56 Bay Street  
Staten Island, NY 10301  
(718) 981 - 6226

# **Services For Seniors**

## **NYC Department for the Aging**

311  
2 Lafayette Street  
New York, NY 10007

## **Social Adult Day Care Programs**

311  
sadc-ombuds@aging.nyc.gov

## **Senior Employment Services**

(212) 602 - 6958

## **Home Repairs – NY Foundation for Senior Citizens**

(212) 962 - 7655

## **Supplemental Nutrition Assistance Program (SNAP)**

(718) 557 - 1399

## **APS Adult Protective Services**

(212) 630 - 1853

## **Access - A - Ride**

(877) 337 - 2017

## **City Meals on Wheels**

(212) 687 - 1234  
info@citymeals.org



**NYPD**

**New York City Police Department**

[www.nyc.gov/nypd](http://www.nyc.gov/nypd)