



UNITED STATES POSTAL INSPECTION SERVICE

Supporting and Protecting Senior Victims



There are steps family members and caregivers can take to support and protect senior victims and prevent re-victimization.

- Approach the situation with a positive attitude of “Where do we go from here?” Be empathetic, non-confrontational and non-judgmental.
- Seniors fear losing their independence. Assuring your loved one you are not taking away their rights or their independence will go a long way towards enlisting their cooperation. Keep your family member involved in the decision-making process.
- Offer to screen their mail with them and decide together if an offer is legitimate or not. Or have your loved one forward their mail to a PO Box or divert it to you so it can be screened.
- Review together any literature provided by law enforcement on prize, sweepstakes, and lottery scams. The victim may not understand the illegal nature of foreign lotteries and other predatory scams they have been participating in.
- Find something else for them to do besides talking on the phone and entering sweepstakes — regular visits to the senior center? Non-credit classes at a community college? Volunteer work at the animal shelter or a non-profit?

Stay in touch! Social isolation makes seniors vulnerable to fraudsters.

Even a five-minute phone call once a day lets an aging parent know you care about their well-being. With regular contact, you'll be aware when something is amiss.

Visit [uspis.gov](https://www.uspis.gov) for tips on how to protect your loved ones from fraud.