

**Consumer Protections and Criminal Tactics**

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February 1, 2018 – MN Identity Theft & Cybercrime  
Information & Resource Network



Fraud Watch Network

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**Agenda**

- The Criminal's Objective
- Identity Theft & Scam Tactics
- Consumer Protections



Fraud Watch Network

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**The Criminal's Objective**



Fraud Watch Network

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**The Criminal's Objective**

**What are they after and why?**

1. Your money and property
2. Credit in your name
3. Your personal information for sale
4. Harassment and exploitation
5. Money laundering
6. Travel & work authorization
7. Help victimizing others
8. Anonymity



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

You see a strange deposit and debit on your bank account, both equaling \$400.



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

You get an email from PayPal stating your account has been suspended.



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

You see a post on a social media site promising a \$100 gift card to those who complete it.



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**The Criminal Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

You get a text from your 22 year-old son's tax preparer saying your son's phone is dead and he needs your SSN for his taxes.



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

Your 12 year-old daughter tells you her cousin is depositing \$25 into her Xbox account for her birthday.



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# Identity Theft & Scam Tactics



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## Theft from Unwitting Victims

1. Credit Card Skimming
2. Mail & Physical Theft
3. Inside Jobs
4. Data Breaches
5. Account Hacking, Malware & Insecure Networks



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## Social Engineering

### How they get victims to comply

1. Emotion – Joy & Fear
2. Our Nature & Nurture
3. Familiarity with Current Events
4. Developing Relationships
5. Acting as Impostor

Lack of knowledge, lack of effort and trust make victims easier targets.



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**Social Engineering**

**Specific Tactics**

1. Phantom Riches
2. Profiling
3. Scarcity & Time
4. Source Credibility
5. Social Proof
6. Fear, Intimidation & Isolation
7. False Friendship, Revenge



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

One day you can't log-in to your Verizon account online.



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

You get official notice from National American Auto Co. that your car warranty needs to be renewed.



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

Your friend sends you a private message on Facebook to suggest you look into a government grant on a certain website.



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**The Criminal's Objective**

**Scenarios – Think Like a Criminal**

Type into the comments, what could it be if...

Xcel calls to say they have to charge you a late fee unless you pay your bill over the phone.



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**Consumer Protections**



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**Preventing Financial Loss**

- **Monitor Accounts**
- **Monitor Credit Reports**
- **Stay Within the Banking System**



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**Consumer Protections**

- **Payments Fraud Liability**
- **The Federal Trade Commission Act (15 U.S.C. §§41-58)**
- **Gramm-Leach-Bliley Act (15 U.S.C. §§6801-6827)**
- **The Health Insurance Portability and Accountability Act (42 U.S.C. §1301)**



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**Consumer Protections**

- **The Fair Credit Reporting Act (15 U.S.C. §1681)**
- **MN Trade Practices – Data Warehouses; Notice Required for Certain Disclosures MINN. STAT. 325E.61 (2017)**
- **The Electronic Communications Privacy Act (18 U.S.C. §2510) & Computer Fraud and Abuse Act (18 U.S.C. §1030)**



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**Consumer Protections and Criminal Tactics**

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**Fraud Watch Network**

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