Agenda

• The Criminal’s Objective
• Identity Theft & Scam Tactics
• Consumer Protections

The Criminal’s Objective
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

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.

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.
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.

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.

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.
Identity Theft & Scam Tactics

Theft from Unwitting Victims

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

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.
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

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.

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

AARP

Fraud Watch Network
Preventing Financial Loss

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

Consumer Protections

- Payments Fraud Liability
- The Health Insurance Portability and Accountability Act (42 U.S.C. §1301)

Consumer Protections

- The Fair Credit Reporting Act (15 U.S.C. §1681)