

- During this webinar:
- Keep the chat window open throughout the entire webinar. We will be taking questions through the chat window; we'll do our best to answer all of your questions.
- You can use it at any time to send questions to the speakers (please send to "Everyone" or "All Panelists").
- To find your chat window if it doesn't pop up automatically, drag your cursor to the bottom of the WebEx window. There are several icons including one that looks like this (below) for the chat. When the icon is blue, your chat window should appear within the WebEx.
- All participants will be muted to ensure the best sound quality.

*Speaker:*

*Antonia Villasenor, Education & Outreach Coordinator  
California Department of Financial Protection & Innovation*

*Moderator:*

*Dawnnesha Smith, Chief L.A. County Consumer & Business Affairs,  
Center for Financial Empowerment*



# California Department of Financial Protection & Innovation

Protect Yourself from Fraud

By Antonia Villaseñor  
Education & Outreach Coordinator



DEPARTMENT OF  
FINANCIAL PROTECTION  
& INNOVATION

PROTECTING CONSUMERS  
FOSTERING TRUST & INNOVATION

[www.DFPI.ca.gov](http://www.DFPI.ca.gov)

# California Consumer Financial Protection Law

Gov. Gavin Newsom prioritized a budget proposal to significantly expand our regulatory authority under AB 1864 or the California Consumer Financial Protection Law (CFPL)

- **Regulate previously unregulated financial products and services**, including debt collectors, credit repair and consumer credit companies, debt relief agencies, and others.
- **Protect consumers from predatory businesses, without imposing undue burdens on honest and fair operators.**
- **Spur responsible financial services innovation by connecting us with entrepreneurs and innovators early on** to provide input on our regulatory expectations.



# DFPI'S RESPONSIBILITIES

- **Licensing** financial services, products and professionals
- **Examining** licensees to ensure compliance with state laws and maintenance of accurate records
- **Enforcing** state financial laws
- **Investigating** consumer complaints against Department licensees and potential cases of unlicensed activity
- **Registering** certain securities offered to the state's investors
- **Education & Outreach** help Californians avoid financial fraud and make informed and safe financial decisions.

# About the DFPI

The Department provides protection to consumers and services to businesses engaged in financial transactions.

- The Department licenses and regulates a variety of financial services, products and professionals.
  - Banks
  - Credit Unions
  - California Finance Lenders
  - California Residential Mortgage Lenders
  - Deferred Deposit Transaction Originators (commonly known as payday loans)
  - Investment Advisers
  - Money Transmitters and Issuers of payment instruments and travelers checks
  - Premium Finance Companies
  - Securities Brokers and Dealers



- DFPI regulates the following financial products and services:

- credit repair agencies and consumer credit reporting companies
- debt collectors
- debt relief providers
- rent to own contracts and
- private, for-profit school funding models



Full List: [www.dfpi.ca.gov](http://www.dfpi.ca.gov)

# Today's Question

- Do you go shopping when you are hungry?
- What happens when you do?
  
- This is your brain on stress





[Consumer Brochures](#)



[Consumer Awareness  
Education](#)



[Information to  
Protect Seniors](#)



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[Mortgage Education](#)



[Protect Yourself From  
Fraud](#)

CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT



**PROTECT YOURSELF  
FROM FRAUD**

Protect Yourself From Fraud

CALIFORNIA DEPARTMENT OF BUSINESS OVERSIGHT



**PROTECT YOURSELF  
FROM FRAUD**

*For Servicemembers, Veterans and their Families*

# Financial Fraud: Common Scams

- Affinity Fraud
- Ponzi Schemes
- Churning
- Bait & Switch
- Charity Scams
- Credit/Debit Scams
- Internet Scams
- Lottery Letters
- Identity Theft
- Telephone Scams
- Cramming
- COVID-19 Treatment & Testing fraud
- Contact Tracing Scams
- Charity Scams
- Stimulus Payment Fraud
- Coronavirus “Emergency” Scams

# Affinity Fraud



**Investment scams that prey upon members of identifiable groups, such as religious groups, ethnic communities, the elderly, or professional groups**

## **Most common characteristics of Affinity Fraud**

- Unique but vague investment
- Secrecy – confidentiality agreements
- Ponzi Schemes



**SCAM  
ALERT**

# Common COVID-19 Scams

- COVID-19 Treatment & Testing fraud
- Contact Tracing Scams
- Charity Scams
- Stimulus Payment Fraud
- Coronavirus “Emergency” Scams

# Common COVID-19 Scams

- COVID-19 Treatment & Testing fraud
  - Offers of phony tests, HHS grants, Medicare prescription cards. They want your **personal details!**
- Vaccine Scams
  - Ask you to pay out of pocket
  - Unsolicited ads, calls and online unknown sources
  - Offers to sell or ship the vaccine **for a fee**

# Common COVID-19 Scams

- Contact Tracing Scams
  - Real contact tracers **NEVER** ask for money or financial information
  - Real contact tracers **NEVER** ask for your social security number
  - Real contact tracers **NEVER** ask for your immigration status
- They work for the Health Department
- They contact COVID positive people to track symptoms
- They work to reach people who have been in contact with a COVID positive person



# How Contact Tracing Works

- It's a **confidential**, simple way that has been used for decades by health departments to slow the spread of infectious diseases
  - The call will show as “LA PublicHealth” or 1-(833) 641-0305.
  - Public Health will ask about
    - The places you have been
    - And the people you have been around while you were infectious
    - Your symptoms and health information
- You may receive information by US mail or text
- They give information about next steps based on your answers

# Common COVID-19 Scams

- Charity Scams
  - Rush/pressure for money, credit card information right away
  - Ask for payment by wire transfer, cash or a gift card
    - Because once they have your money – it's gone
- Stimulus Payment Fraud
  - The IRS **does not call you** about a stimulus check
  - The IRS **does not contact you** to verify or confirm information
- Coronavirus “Emergency” Scams
  - Ask for money **URGENTLY**

# Legitimate Resources

- Los Angeles 211
- County of Los Angeles Public Health:  
<http://www.publichealth.lacounty.gov/>
- Uninsured, or have Medi-Cal but no regular Dr. - California has launched an advice line that can connect you with a nurse, day or night, to talk about COVID-19 symptoms and help connect you with local resources in your area:
  - Medi-Nurse Line 877-409-9052
- FEMA – funeral assistance: <https://www.fema.gov/disaster/coronavirus>
- HUD housing counselor at 1-800-569-4287
- Los Angeles County Department of Consumer and Business Affairs  
<https://dcba.lacounty.gov/> or call 800-539-8222



# INTERNET SAFETY

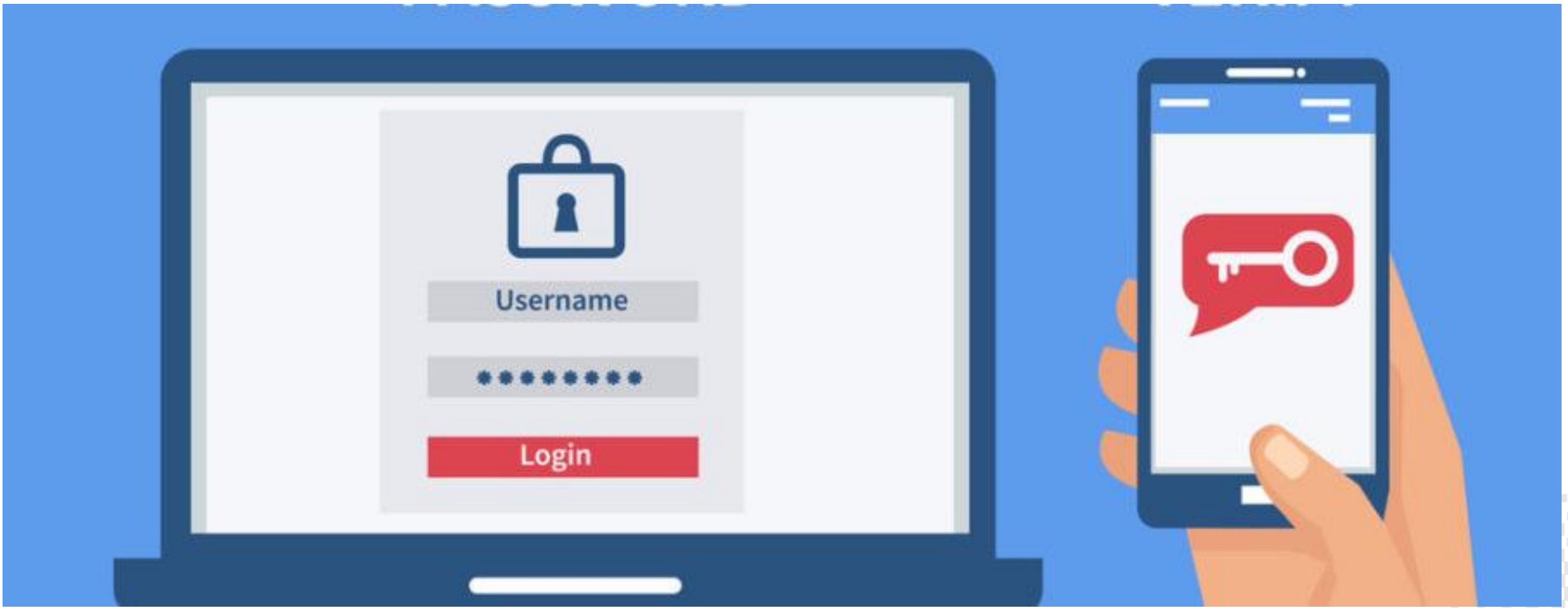
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# Limit Personal Information



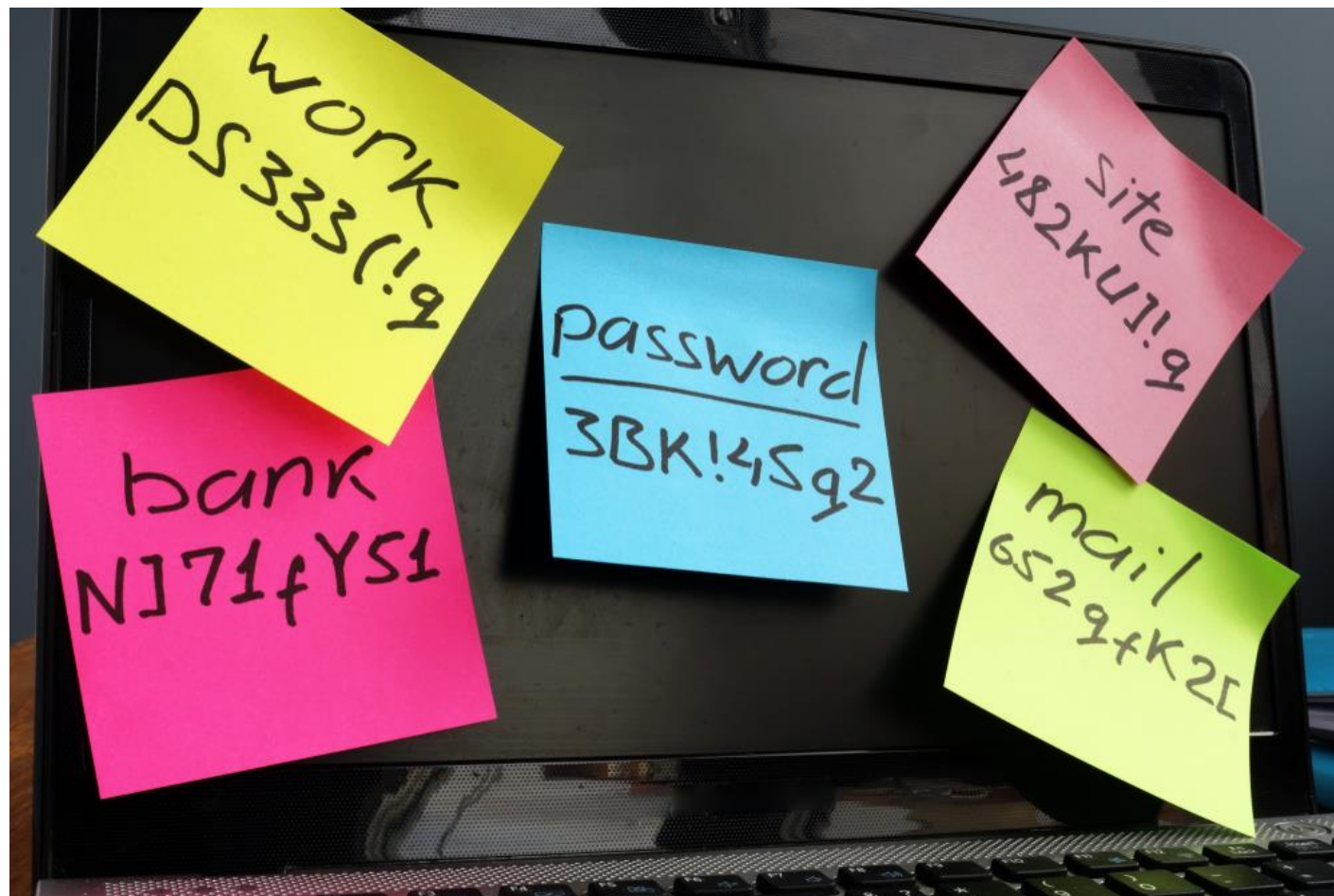


Secure Network



2-Step Verification |

# Passwords





“YOU ARE AN INSTANT WINNER!”



ONLINE/EMAIL



POST MAIL

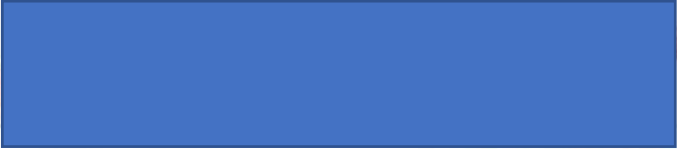


PHONE

# PHISHING

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Text Message  
Today 9:50 AM

AT&T Free Msg: Andrew, we accidentally overcharged your phone bill last month. Kindly your compensation here: [k7hzv.info/fsdMr0xPtM](http://k7hzv.info/fsdMr0xPtM)

Text Scam

From: Bank of America <crvdgi@comcast.net>

Subject: Notification Irregular Activity

Date: September 23, 2014 3:44:42 PM PDT

To: Undisclosed recipients: ;

Reply-To: crvdgi@comcast.net

# Bank of America



## Online Banking Alert

Would be capitalized

**Dear member:**

We detected unusual activity on your Bank of America debit card on **09/22/2014**. For your protection, please verify this activity so you can continue making debit card transactions without interruption.

**Please sign in to** your account at <https://www.bankofamerica.com>

to review and verify your account activity, After verifying your debit card transactions we will take the necessary steps to protect your account from fraud.

<http://bit.do/ghsdfhgds>

If you do not contact us, certain limitations may be placed on your debit card.

Grammatical Error

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AT&T

6:34 PM

83%



1 (410) 200-502 >

Text Message  
Today 1:20 PM

FRM:[WF@WF.COM](mailto:WF@WF.COM)

MSG:Your Wells Fargo account has been suspended for suspicious activity . To restore your access, please visit <http://btywmnqn.com/bt>

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## Online Dating/Romance

# Phone Safety

- Never give personal information out over the phone!
- Examples:
  - Medicare
  - Computer Help
  - IRS
  - SSA
  - Health Department or Drug co.

All

Missed

Edit

**Suspected Spam**

unknown

6/19/18



**Erik Knudson (2)**

mobile

6/17/18



**Mom (2)**

iPhone

6/15/18



**Antonia Villasenor**

mobile

6/15/18



**(213) 576-7596**

Los Angeles, CA

6/15/18



**Suspected Spam**

Agoura Hills, CA

6/14/18



**Telemarketer**

Orlando, FL

6/13/18



**Michelle Galinzski**

phone

6/13/18



# Spam Filters





# The Grandparent Scam

# Remember

- TRUST YOUR INSTINCTS
- Check their license before you sign a contract
- You are entitled to a free credit report every 12 months
- Avoid financial decisions when...
  - Someone is rushing or pressuring you
  - When you are tired, hungry, emotional, not sober

# FILE A COMPLAINT

- If a licensee is breaking the law, **please** submit a complaint!
- Hearing from consumers is one key way for the Department to learn about wrongdoing by financial service providers.
- If we do not license the company or people you are complaining about, the Department will forward your complaint to the appropriate agency.

# Follow DFPI on Social Media



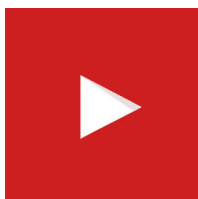
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