



# CONSUMER FRAUD BULLETIN

Brought to you by Colorado Attorney General John Suthers

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## Smartphone Security a Must for Users



Not only have smartphones increased in popularity, but now most are as powerful and functional as computers. Unfortunately, like computers, phones are also susceptible to security threats. The FCC reports that mobile cybersecurity threats are growing each year, increasing the importance for consumers to safeguard their smartphones. The FCC launched the 'Smartphone Security Checker' to help arm consumers with security steps customized to their mobile operating systems. This online tool is a result of a public-private partnership between government experts, smartphone developers, and private IT and security companies. The Smartphone Security Check is available from the FCC online at: [www.fcc.gov/smartphone-security](http://www.fcc.gov/smartphone-security).

[Click here for ten general tips to help secure smartphones from invasion.](#)

## Don't Be Taken in the Grandparent Scam!



The original "Grandparent Scam" has claimed many victims by taking advantage of the love and concern of grandparents for their grandchildren. In most cases, the victim receives a call from an individual claiming to be their grandchild and is then asked for money because the supposed grandchild is in trouble in a foreign country. The victim is told not to tell anyone, but is urged to act quickly and send the money via a money transmittal service such as Western Union or MoneyGram, immediately. Both demands are red flags that may indicate a scam.

[Click Here to read how the scam has changed and claims new victims.](#)

## 10 Ways to Avoid Fraud



Scam artists from all around the world, including the United States, defraud millions of people across the globe each year. While these cunning schemes line the pockets of fraudsters, they threaten the financial security of their victims. Scammers use postal mail, internet, and phones to cross continental borders and trick victims into sending money or giving out personal information. Even though these scammers can be crafty, many can be stopped by knowledgeable consumers.

[Please visit the Federal Trade Commission's article: 10 Things You Can Do To Avoid Fraud for more information on how to protect yourselves.](#)

Report fraud at [www.ftc.gov](http://www.ftc.gov).

## AARP Elderwatch Fights Consumer Fraud in Colorado!



A Program with the Colorado Attorney General and the AARP Foundation

Call the Hotline:  
800-222-4444

Older Americans are often targeted by scammers because they are seen as accessible, generous, trusting, isolated and wealthy. The AARP ElderWatch Hotline provides a unique resource for those who have been exposed to frauds, scams, or financial exploitation. It has received more than 20,000 consumer complaints since its inception. More than 3,400 calls came in during 2012, which resulted in 1,105 cases representing an estimated loss of \$6.4 million. In 2012, the most common complaints to the Hotline fell into the following categories: company-specific complaints, non-stranger exploitation, home repairs, sweepstakes/free gifts, telephone service and equipment, identity theft, medical care products/services, timeshare sales and re-sales, foreign lotteries and mortgage fraud. [Click Here to read more about the AARP Elderwatch program.](#)

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