



TIPS FOR AVOIDING VETERANS SCAMS



★ **Protect Yourself – Ask Questions**

How do I know the veteran's advocate I am working with is credible?

- Only use veterans' advocates listed on the accreditation site:
www.nasaa.org/about-us/contact-us/contact-your-regulator
- Accredited veteran's advocates will be able to present you with proof of their accreditation – **Ask for it.**
- Never feel pressured to work with a veteran's advocate.
- If they claim they are with a nonprofit group, research their organization.
- Get referrals from trusted friends or family members.

★ **Be in charge and in control of the situation** – Be wary of a veteran's advocate who contacts you unsolicited. This should be a decision where **you** are seeking **their** assistance.

★ **Services should be free** – Never spend any money until all other options are exhausted.

Things to Remember:

- Be suspicious of veterans' advocates who ask for personal or financial information including Social Security numbers, driver's license information, and banking or credit accounts, through unsolicited phone calls or visits.
- Know that official VA information will always be sent to you by US mail.
- Only scammers charge for services like accessing pension or obtaining military records.
- The Veterans Benefits Administration has the ultimate authority to deny or approve submitted claims.

★ **When In Doubt Reach Out!** – There are credible organizations that are willing to provide you with information, resources and guidance.

Report Suspicious Solicitations to:

- Consumer Financial Protection Bureau: **1-855-411-CFPB (2372)**
- Department of Veterans Affairs Office of Inspector General (OIG) hotline: www.va.gov/oig/hotline, vaoighotline@va.gov, or **1-800-488-8244**

Report suspected fraudulent activities to:

- Financial Fraud Enforcement Task Force: www.stopfraud.gov/report.html or **1-202-514-2000**

Keck School of
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VA



U.S. Department
of Veterans Affairs
VA Greater Los Angeles Healthcare System

NCEA
National Center on Elder Abuse

For additional information and resources please contact the
National Center on Elder Abuse at <https://ncea.acl.gov> or **1-855-500-3537**

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