

**To report or discuss elder abuse,
neglect or financial exploitation:**

Illinois Department on Aging

Adult Protective Services

Hotline:

1-866-800-1409

711 (TRS)

**To report or discuss financial
or consumer crimes:**

Illinois Attorney General's Office

Senior Hotline:

1-800-243-5377

www.IllinoisAttorneyGeneral.gov

U.S. Department of Justice

National Elder Fraud Hotline

833-FRAUD-11 or 833-372-8311

**To receive information
on B*SAFE:**

Illinois Department on Aging

ilaging.illinois.gov

Programs > Adult Protective Services >

Publications

Senior HelpLine:

1-800-252-8966


711 (TRS)

**State of Illinois
Department on Aging**

One Natural Resources Way, #100
Springfield, Illinois 62702-1271

Download this brochure at **ilaging.illinois.gov**
in the "News and Publications" section.

The Illinois Department on Aging does not discriminate in admission to programs or treatment of employment in programs or activities in compliance with appropriate State and Federal statutes. If you feel you have been discriminated against, call the Senior HelpLine at 1-800-252-8966, 711 (TRS)

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State of Illinois

Illinois Department on Aging

Financial Institutions can help

**stop senior
exploitation**
before it happens!

Introducing...



B*SAFE

**Bankers and Seniors Against
Financial Exploitation**



Illinois Department on Aging

B*SAFE: Bankers and Seniors Against Financial Exploitation

The Illinois State TRIAD, a member organization formed in 1990 to respond to the critical problem of crime against the elderly, is working with the banking community to introduce a statewide program that addresses the financial exploitation of older adults. Financial institutions are encouraged to join their local TRIAD organization to meet this need in their own community.

Financial exploitation can generally be classified into two broad categories: those in which the victim knows the person and those involving a stranger. Whatever form it takes, exploitation often culminates during a visit to a financial institution. The challenge for frontline personnel is to identify these situations and provide the help necessary to prevent or stop the exploitation. The key to B*SAFE's success is the coordination among financial institutions, law enforcement and elder abuse prevention professionals to help older adults who are at risk of losing their money or assets.

The goal of B*SAFE is to encourage and help financial institutions train their personnel to identify, report and stop situations involving senior exploitation. For more information about the B*SAFE initiative, contact Illinois' Adult Protective Services Program at Aging.APS@illinois.gov



What Financial Institution Employees Can Do to Help

- Learn the reason for suspicious transactions or withdrawals.
- Alert a supervisor to unusual financial activity that is out of character when compared with an older patron's transaction pattern.
- When someone attempts to speak for the account holder, be sure to verify all transitions with the account holder.
- Report potential exploitation to Illinois' Adult Protective Services Program.
- Notify bank security or police if it is believed an older adult is in immediate danger.

Other Ways Financial Institutions Can Help

- Educate employees about the warning signs of abuse.
- Take a proactive approach to developing new procedures and mechanisms to detect unusual financial activity and verify suspicious transactions.
- Develop and distribute educational materials that alert customers to scams and ways to recognize financial exploitation, as well as conduct informational seminars.
- Participate in World Elder Abuse Awareness Day, observed annually on June 15.