

Front Porch Piers Cyber Security Twitter Chat Transcript

October 24th 2019

10am to Noon



Front Porch @FrontPorchCS · Oct 24



Today's the day! In just 2 hours we will begin the [#SrCyberChat](#) discussing important [#cybersecurity](#) topics that relate to [#olderadults](#) and how they can stay safe online! Join us for this engaging discussion!



Front Porch @FrontPorchCS · Oct 24



[#SrCyberChat](#) begins in 1 hour! [#CyberSecurity](#) for [#OlderAdults](#). We'll be chatting with our expert panelists from [@aarpfraudwatch](#) [@FTC](#) and [@OasisInstitute](#)!



AARP California  @AARPCA · Oct 24



We are ready to get this Twitter Chat going. Thanks for the invite. [#SrCyberChat](#)

Front Porch @FrontPorchCS

[#SrCyberChat](#) begins in 1 hour! [#CyberSecurity](#) for [#OlderAdults](#). We'll be chatting with our expert panelists from [@aarpfraudwatch](#) [@FTC](#) and [@OasisInstitute](#)!



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15 minutes and counting until [#SrCyberChat](#) on [#CyberSecurity](#) [#OnlineSafety](#) [#ElderAbuse](#) [#Prevention](#)...begins 11 AM PST! [#NCSAM2019](#)





Front Porch @FrontPorchCS · Oct 24



Our team at Wesley Palms is getting ready for the [#SrCyberChat](#) at 11am PST!





Jen Sabaot @JenSabaotFP · Oct 24
#SrCyberChat Team Vista del Monte here

Translate Tweet



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Front Porch @FrontPorchCS · Oct 24
Welcome everyone and thanks for being here with us today! #SrCyberChat

4



Front Porch @FrontPorchCS · Oct 24



Our @FrontPorchCS team is excited to be live tweeting from our Wesley Palms and Vista Del Monte #RetirementCommunity locations today with groups of residents that will be following along while discussing the #CyberSecurity topics we will be covering in a moment. #SrCyberChat



Front Porch @FrontPorchCS · Oct 24



We've organized this #SrCyberChat with the goal of facilitating greater awareness of #CyberSecurity issues affecting #olderadults today.



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#SrCyberChat is also part of our #PiersProject initiative to address #CyberSecurity through education and training for seniors in #InternetSafety



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To learn more about the #PiersProject and the work we're doing in #CyberSecurity and #OnlineFraud prevention, visit: fpci.org/story/piers-pr... You can also download our Piers Cyber Security Toolkit at bit.ly/2Pe9o4v #SrCyberChat



Cyber Security Toolkit - Front Porch Center for Inn...

Piers Cyber Security Toolkit Stay safe on the Internet.
English Piers Cyber Security Toolkit 2019 Piers Cyber
Security English Presentation Spanish Piers Cyber
fpci.org





Front Porch @FrontPorchCS · Oct 24



Now, it's time for the main event! We are thrilled to introduce some of our main contributors during this next hour of [#SrCyberChat!](#)



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Amy VanDeVelde leads Oasis Connections and is a champion of [#DigitalEquity](#) and [#MediaLiteracy](#). She is keenly interested in the way [#tech](#) decreases [#SocialIsolation](#) by supporting & enhancing interpersonal relationships. Welcome Amy! [@amyvandelde](#) [#SrCyberChat](#)





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Lisa Schifferle is an attorney in the FTC's Division of Consumer & Business Education. She regularly leads trainings for older adults on identity theft, scams and cybersecurity. Welcome Lisa! [#SrCyberChat](#)



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Front Porch @FrontPorchCS · Oct 24

Representing @aarpfraudwatch and @AARPCA we will have the expertise of @StratMaloma and @anaiibarra a team that empowers Californians to protect themselves from fraud and scams and be fraud fighters! Welcome Strat and Anai! #SrCyberChat



The Oasis Institute @OasisInstitute · Oct 24

#SrCyberChat happening today! Our Los Angeles location in Santa Monica is also hosting a #CSAM2019 event featuring @amyvandelde this Friday from 1-3 pm. Call 310/857-1257 to register!



Jen Sabaot @JenSabaotFP

#SrCyberChat Team Vista del Monte here





Front Porch @FrontPorchCS · Oct 24



Who else is here with us on the chat today? Feel free to introduce yourself.
[#SrCyberChat](#)



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We at [@FrontPorchCS](#) will also be sharing our answers and resources to the questions as well, along with any questions our residents from Wesley Palms or Vista Del Monte may add to the chat. [#SrCyberChat](#)



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Before we begin, we kindly ask that everyone chiming in please save any promotional announcements for the last 5 min of the chat. [#SrCyberChat](#)



Front Porch @FrontPorchCS · Oct 24



Links that are relevant and meaningful to the discussion questions at hand, however, are welcome throughout the chat. Thank you! [#SrCyberChat](#)



Strat Maloma @StratMaloma · Oct 24



[#SrCyberChat](#) Q1. Ans1: Losses from internet crimes are up 91 percent, with people over 60 often the targets, according to a new report from the FBI that shows cybercrimes cost Americans more than \$2.7 billion in 2018.
[@aarpfraudwatch](#) [@FrontPorchCS](#)



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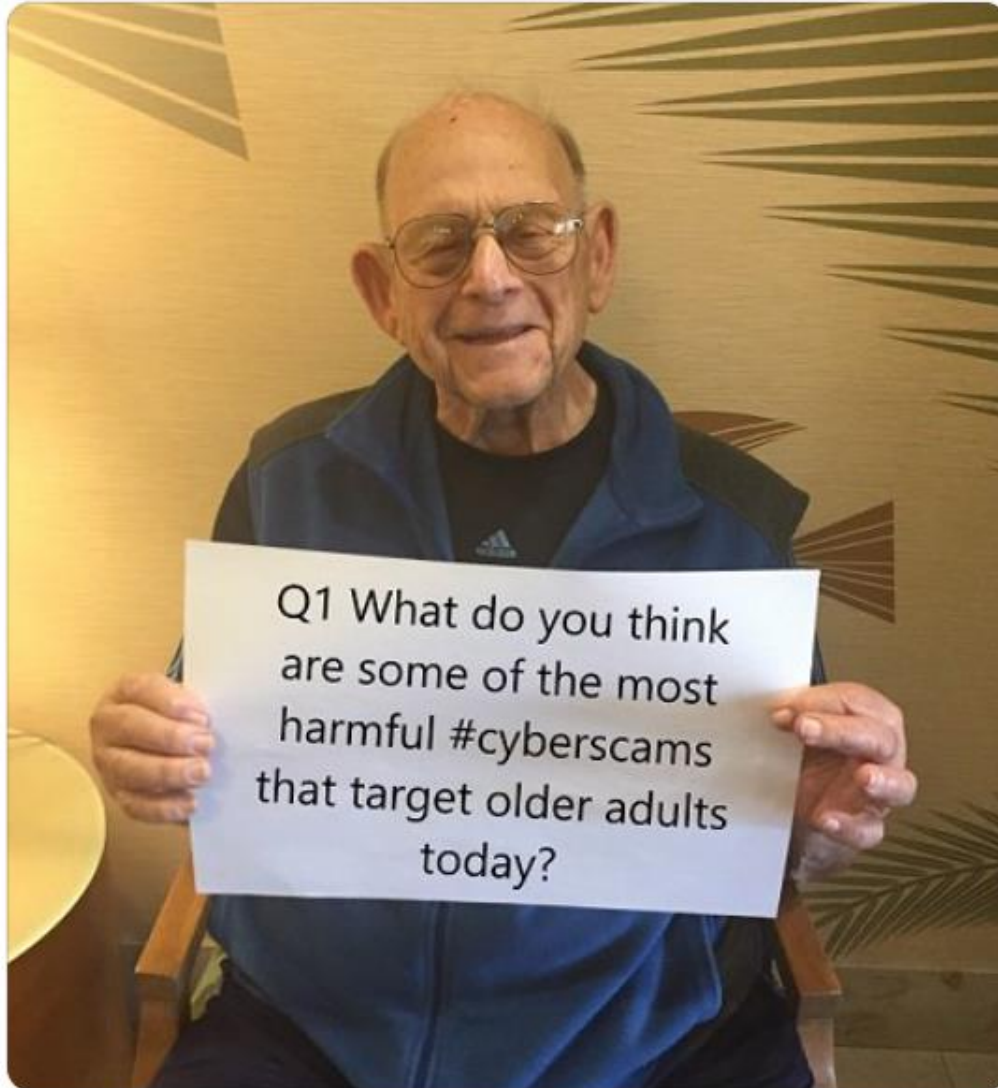
Alright, let's get started... [#SrCyberChat](#)





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Q1 WHAT DO YOU THINK ARE SOME OF THE MOST HARMFUL [#CYBERSCAMS](#) THAT TARGET OLDER ADULTS TODAY? [#SrCyberChat](#)



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The Oasis Institute @OasisInstitute · Oct 24

A1: A: [#TechSupportScams](#) B: [#RomanceScams](#) C: [#CharityScams](#) [#SrCyberChat](#)
[#CSAM2019](#)



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The Oasis Institute @OasisInstitute · Oct 24

A1: The use of [#SocialMedia](#) as channel to spread [#Disinformation](#) and what has become known as [#FakeNews](#) to massive numbers of people is only starting to be measured. [#SrCyberChat](#) [#CSAM2019](#)



3



FTC @FTC · Oct 24

A1a: Tech support scams: A call or message that your computer is infected. Don't click on a link or call a phone number. Learn more: [youtube.com/watch?v=THYmUx...](https://www.youtube.com/watch?v=THYmUx...) [#SrCyberChat](#) [#PassItOn](#)



Front Porch @FrontPorchCS

Q1 WHAT DO YOU THINK ARE SOME OF THE MOST HARMFUL [#CYBERSCAMS](#) THAT TARGET OLDER ADULTS TODAY? [#SrCyberChat](#)



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The Oasis Institute @OasisInstitute · Oct 24

A1: [#OlderAdults](#) who are more inexperienced with the complexity of these [#scams](#) are more likely to fall prey to them [#SrCyberChat](#) [#CSAM2019](#)



Front Porch @FrontPorchCS

Q1 WHAT DO YOU THINK ARE SOME OF THE MOST HARMFUL [#CYBERSCAMS](#) THAT TARGET OLDER ADULTS TODAY? [#SrCyberChat](#)



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Front Porch @FrontPorchCS · Oct 24

A1 Some of the most harmful [#cyberscams](#) that target [#olderadults](#) are those that compromise a person's identity and finances. Older adults lose more than \$1.7 billion annually due to [#cybercrime](#). One of our residents describes her experience with SS phishing calls. [#SrCyberChat](#)



8 7



FTC @FTC · Oct 24

A1b: Online dating scams: Your online sweetheart asks for money. Stop. Don't send money. Learn more: [youtube.com/watch?v=jlXWxH...](https://www.youtube.com/watch?v=jlXWxH...) [#SrCyberChat](#)
[#PassItOn](#)



Front Porch @FrontPorchCS

Q1 WHAT DO YOU THINK ARE SOME OF THE MOST HARMFUL [#CYBERSCAMS](#) THAT TARGET OLDER ADULTS TODAY? [#SrCyberChat](#)

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The Oasis Institute @OasisInstitute · Oct 24

A1: These subscription trap/free trial scams have been reported by
[@CraigSilverman](#) [@BuzzFeedNews](#) [#SrCyberChat](#) [#CSAM2019](#)



Front Porch @FrontPorchCS · Oct 24

Q2 WHY DO [#CYBERSCAMS](#) DISPROPORTIONATELY TARGET OLDER ADULTS?
[#SrCyberChat](#)





Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Tech support fraud continues to be a growing problem. In 2018, the IC3 received 14,408 tech support fraud complaints from victims in 48 countries. With losses of nearly \$39 million, representing a 161% increase in losses from 2017. Majority of victims were aged 60+



FTC @FTC · Oct 24

A2: Older adults are part of the solution, not just scam victims. Sharing what you know can protect someone who you know from a scam. Check out ftc.gov/PassItOn to learn more. #SrCyberChat #FTC #PassItOn



Front Porch @FrontPorchCS

Q2 WHY DO #CYBERSCAMS DISPROPORTIONATELY TARGET OLDER ADULTS? #SrCyberChat



AARP California @AARPCA · Oct 24

They're more respectful of authority, like to please people, feel they are immune, are friendly, are under stress. Feel lonely. Many scam victims report feeling lonely and isolated from family and friends, making them susceptible to the fake friendliness of thieves. #SrCyberChat



Front Porch @FrontPorchCS

Q2 WHY DO #CYBERSCAMS DISPROPORTIONATELY TARGET OLDER ADULTS? #SrCyberChat





The Oasis Institute @OasisInstitute · Oct 24



A1: I recently learned from a banker that employees in their branch spend a lot of time trying to convince customers NOT to wire money overseas. [#SrCyberChat](#)
[#CSAM2019](#)



Front Porch @FrontPorchCS

Q1 WHAT DO YOU THINK ARE SOME OF THE MOST
HARMFUL #CYBERSCAMS THAT TARGET OLDER ADULTS
TODAY? #SrCyberChat



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Tonia Nguyen @tonia_fpciw · Oct 24



Ed from VDM asks "How do you safely get your name off of spam call or email lists?" [#SrCyberChat](#)



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The Oasis Institute @OasisInstitute · Oct 24



A1: According to [@FinEd4All](#) Once a consumer [#WireTransfers](#) money to a scammer, it is often impossible to find the scammer or return the money.
[#SrCyberChat](#) [#CSAM2019](#)



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Strat Maloma @StratMaloma · Oct 24

#SrCyberChat this chart shows the number and types of frauds

Identity Theft Types by Age

| Theft Type | 19 and Under | 20 - 29 | 30 - 39 | 40 - 49 | 50 - 59 | 60 - 69 | 70 - 79 | 80 and Over |
|--|--------------|---------|---------|---------|---------|---------|---------|-------------|
| Bank Fraud | 1,405 | 9,055 | 11,508 | 9,575 | 8,444 | 6,531 | 2,852 | 1,053 |
| Credit Card Fraud | 1,565 | 24,863 | 40,182 | 32,048 | 24,095 | 16,214 | 6,363 | 1,980 |
| Employment or Tax-Related Fraud | 7,860 | 13,747 | 13,803 | 10,585 | 9,051 | 6,203 | 2,455 | 1,186 |
| Government Documents or Benefits Fraud | 1,071 | 3,326 | 4,600 | 4,638 | 3,963 | 3,988 | 1,462 | 824 |
| Loan or Lease Fraud | 830 | 10,596 | 15,556 | 11,459 | 6,391 | 2,847 | 820 | 249 |
| Other Identity Theft | 2,118 | 20,448 | 31,878 | 23,461 | 14,876 | 8,524 | 3,164 | 988 |
| Phone or Utilities Fraud | 957 | 13,468 | 18,027 | 12,621 | 8,586 | 4,979 | 1,637 | 528 |

Of the 444,602 total identity theft reports in 2018, 92% included consumer age information.

FEDERAL TRADE COMMISSION • ftc.gov/data



Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Q2. Ans 1: Factors like isolation & loneliness; lower cognition due to age; being too trusting; under reporting due to perceived embarrassment along with insecurities are often cited reasons why scammers target older adults



Front Porch @FrontPorchCS · Oct 24

A2 While anyone can be a target of **#cybercrime**, **#olderadults** are disproportionately targeted because they tend to be more financially secure, less likely to report a fraud, or may not know how or where to report the incident. **#SrCyberChat**.





Strat Maloma @StratMaloma · Oct 24



[#SrCyberChat](#) Q2. Ans 2: According to the FBI older Adults are most likely to have a “nest egg,” to own their home, and/or to have excellent credit—all of which make them attractive to con artists.



The Oasis Institute @OasisInstitute · Oct 24



A2: Because they typically hold more wealth. Some, but not all [#OlderAdults](#), are not skilled at managing their tech-- for example passwords. Many doubt their ability to navigate tech which makes them more apt to buy into [#TechSupportScams](#) [#SrCyberChat](#) [#CSAM2019](#)



Front Porch @FrontPorchCS

Q2 WHY DO #CYBERSCAMS DISPROPORTIONATELY TARGET OLDER ADULTS? #SrCyberChat



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As we age, our social circle typically shrinks which makes us all more prone to [#SocialIsolation](#). People posing as friends or love interests exploit this very human vulnerability [#SrCyberChat](#) [#CSAM2019](#)



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Strat Maloma @StratMaloma · Oct 24

[#SrCyberChat](#)

2018 Losses and Victims for Select Age Groups



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Great question Ed! Do any of our expert panelists have suggestions?

[#SrCyberChat](#)

Tonia Nguyen @tonia_fpciw

Ed from VDM asks "How do you safely get your name off of spam call or email lists?" [#SrCyberChat](#)



Tonia Nguyen @tonia_fpciw · Oct 24

Jen at VDM asks: "Where can we report cyber crimes we come across or experience?" [#SrCyberChat](#)





Front Porch @FrontPorchCS · Oct 24



Q3 WHAT DO YOU THINK CONTRIBUTES TO THE GROWING NUMBER OF UNREPORTED FRAUD AMONG OLDER ADULTS? [#SrCyberChat](#)





FTC @FTC · Oct 24

A3: Anyone can be a victim of scams, regardless of age. In fact, younger people are more likely to report losing money to fraud than older adults. Learn more: ftc.gov/news-events/pr... #SrCyberChat #FTC



Front Porch @FrontPorchCS

Q3 WHAT DO YOU THINK CONTRIBUTES TO THE GROWING NUMBER OF UNREPORTED FRAUD AMONG OLDER ADULTS? #SrCyberChat



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The Oasis Institute @OasisInstitute · Oct 24

A3: Good news: #OlderAdults are more likely than other age groups to report to @FTC . More challenging: #OlderAdults may avoid reporting to family members who may consequently question the ability to manage their own finances #SrCyberChat #CSAM2019



Front Porch @FrontPorchCS

Q3 WHAT DO YOU THINK CONTRIBUTES TO THE GROWING NUMBER OF UNREPORTED FRAUD AMONG OLDER ADULTS? #SrCyberChat



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Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Older adults are less likely to report a fraud coz not knowing who to report it to, or ashamed at having been scammed, or don't know they have been scammed.



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Strat Maloma @StratMaloma · Oct 24



#SrCyberChat Elderly victims may not report crimes, because they are concerned that relatives may think the victims no longer have the mental capacity to take care of their own financial affairs.



Front Porch @FrontPorchCS · Oct 24



A resident at Wesley Palms is asking "What is the FTC doing about fraudulent calls and emails?" **#SrCyberChat**



Strat Maloma @StratMaloma · Oct 24



#SrCyberChat Frauds&scams are becoming increasingly sophisticated - anyone can be a victim of a fraud or scam, creating safe comfortable spaces for victims to report fraud is vital in fighting fraud



Jennifer Lee @Jennifer_fpciw · Oct 24



Replying to **@FTC**

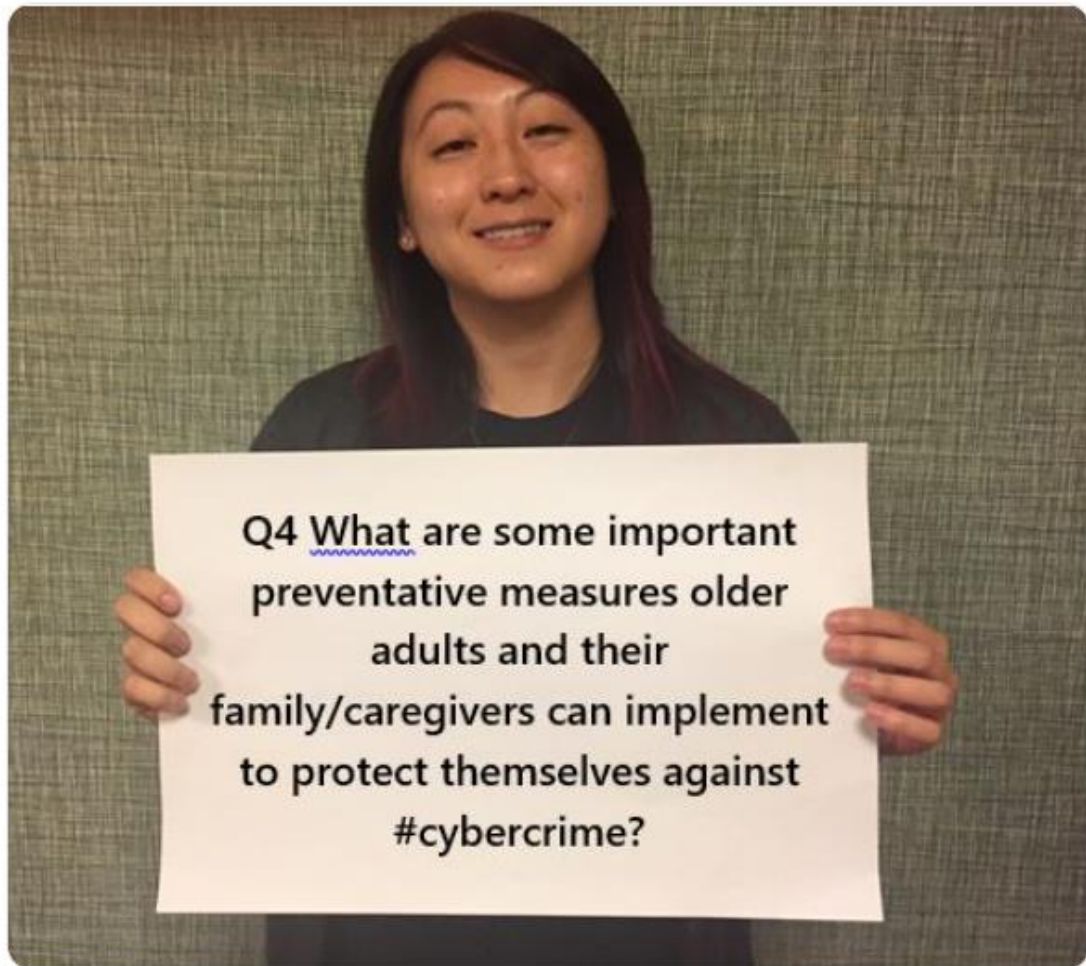
#SrCyberChat Tonis from VDM thinks is due to the fact that most older adults don't have the adequate information of WHO to report it to.





Front Porch @FrontPorchCS · Oct 24

Q4 WHAT ARE SOME IMPORTANT PREVENTATIVE MEASURES OLDER ADULTS AND THEIR FAMILY/CAREGIVERS CAN IMPLEMENT TO PROTECT THEMSELVES AGAINST #CYBERCRIME? #SrCyberChat



Tonia Nguyen @tonia_fpciw · Oct 24

Resident Ellen from VDM suggests a great safety tip for answering unknown callers: don't say "yes" because scammers can record you and use it for harmful reasons #SrCyberChat





The Oasis Institute @OasisInstitute · Oct 24

A3: Agreed. This [#SrCyberChat](#) is also a great opportunity to examine frequent age biases such as 'All [#OlderAdults](#) aren't savvy tech users.' Truth be told the situations are complex and nuanced. People of all ages need to be aware of scams and frauds. [#CSAM2019](#)

FTC @FTC

A3: Anyone can be a victim of scams, regardless of age. In fact, younger people are more likely to report losing money to fraud than older adults. Learn more: ftc.gov/news-events/pr... [#SrCyberChat](#) [#FTC](#) twitter.com/FrontPorchCS/s...



Strat Maloma @StratMaloma · Oct 24

[#SrCyberChat](#)

TYPES OF INTERNET SCAMS THAT TARGET OLDER ADULTS:

- Malware and phishing scams
- Winning Sweepstakes/Lottery
- Counterfeit Prescription Drugs
- Fraudulent anti-aging products
- Sweetheart Scams
- Fake Credit Card Advances
- Employment Scams
- Free Vacation

- National Council on Aging





FTC @FTC · Oct 24

A4: Talk about it: ftc.gov/PassItOn gives older adults the tools to start conversations about scams and pass on what they know. #FTC #SrCyberChat #PassItOn



Front Porch @FrontPorchCS

Q4 WHAT ARE SOME IMPORTANT PREVENTATIVE MEASURES OLDER ADULTS AND THEIR FAMILY/CAREGIVERS CAN IMPLEMENT TO PROTECT THEMSELVES AGAINST #CYBERCRIME? #SrCyberChat



Front Porch @FrontPorchCS · Oct 24

A4 In general we recommend applying the following 3 keys to #cybersecurity in any questionable situation. For more detailed suggestions on how to respond to #onlinefraud, we provide a 32 page toolkit with steps to take in various situations. #SrCyberChat



- 1) **QUESTION** the content you see on the Internet,
- 2) **CHECK** for validity and authenticity, and
- 3) **ASK** your friends, neighbors or colleagues for help and to educate others around you.





FTC @FTC · Oct 24

Replying to @FrontPorchCS

FTC has new materials on how to stop unwanted calls at ftc.gov/calls and [consumer.ftc.gov/features/pass-....](https://consumer.ftc.gov/features/pass-...) For emails, check out consumer.ftc.gov/articles/how-r... #SrCyberChat



How to Recognize and Avoid Phishing Scams

Scammers use email or text messages to trick you into giving them your personal information.

consumer.ftc.gov



Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Security freeze your credit reports with the 3 major credit reporting agencies. It is the best way to stop ID thieves from opening new accounts in your name. The agencies are Experian, Transunion and Equifax. A 2018 law allows us 2 freeze credit and unfreeze free.





Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Can't keep track of multiple passwords? Rather than using the same for multiple accounts, a cybersecurity no-no, consider using a password manager to create unique one for each account. Visit aarp.org/FraudWatchNetw... to learn ways to help protect your personal info

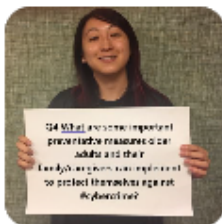


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The Oasis Institute @OasisInstitute · Oct 24

A4: We recommend #OlderAdults find an accountability buddy who they can talk through email, phone call ,text and social media posts or message requests with. #SrCyberChat #CSAM2019



Front Porch @FrontPorchCS

Q4 WHAT ARE SOME IMPORTANT PREVENTATIVE MEASURES OLDER ADULTS AND THEIR FAMILY/CAREGIVERS CAN IMPLEMENT TO PROTECT THEMSELVES AGAINST #CYBERCRIME? #SrCyberChat

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Tonia Nguyen @tonia_fpciw · Oct 24

Resident Ellen at Vista Del Monte asks the panelists "Do you know what Windows S mode is and how to disable it?" [#SrCyberChat](#)



Front Porch @FrontPorchCS · Oct 24

Q5 MANY ONLINE SAFETY CAMPAIGNS CREATE A FEAR OF THE INTERNET. BUT HOW DO YOU PROMOTE THE VALUE OF THE INTERNET WHILE HELPING PEOPLE STAY SAFE? [#SrCyberChat](#)





FTC @FTC · Oct 24

Replying to @FTC @FrontPorchCS

Fwd phishing emails to spam@uce.gov (an address used by @FTC) and to reportphishing@apwg.org (an address used by the Anti-Phishing Working Group, which includes ISPs, security vendors, financial institutions, and law enforcement agencies). #SrCyberChat



Strat Maloma @StratMaloma · Oct 24

#SrCyberChat It's vital 2 have online access 2 all important bank, credit cards & retirement accounts & check them frequently. Online access enables U to see account activity as frequently as U want & not have 2 wait a monthly or quarterly statement to discover something amiss.



Strat Maloma @StratMaloma · Oct 24

#SrCyberChat

TIPS

AARP
Fraud Watch Network

- ☐ Freeze your credit
- ☐ Monitor your financial accounts online
- ☐ Use a password manager
- ☐ Consider a VPN for Public Wi-Fi protection





FTC @FTC · Oct 24

A5: Check out the FTC's free online security tips and resources at ftc.gov/onguardonline, and share with your friends, family, coworkers, and community. #FTC #SrCyberChat



Front Porch @FrontPorchCS

Q5 MANY ONLINE SAFETY CAMPAIGNS CREATE A FEAR OF THE INTERNET. BUT HOW DO YOU PROMOTE THE VALUE OF THE INTERNET WHILE HELPING PEOPLE STAY SAFE? #SrCyberChat



AARP California @AARPCA · Oct 24

Become their advocate: Be sure you are listed as a trusted contact on their investment accounts. If your parents are not ready to give you power of attorney over their accounts, ask them to authorize investment firms to send you duplicate copies of statements #SrCyberChat



Front Porch @FrontPorchCS

Q4 WHAT ARE SOME IMPORTANT PREVENTATIVE MEASURES OLDER ADULTS AND THEIR FAMILY/CAREGIVERS CAN IMPLEMENT TO PROTECT THEMSELVES AGAINST #CYBERCRIME? #SrCyberChat



Strat Maloma @StratMaloma · Oct 24

#SrCyberChat @aarpfraudwatch our focus is on providing educational resources & support that empower individuals with tools and information to spot and avoid frauds & scams. Our goal is not to drive fear but rather confidence to fight back against scammers and fraudsters





Jennifer Lee @Jennifer_fpciw · Oct 24

Replying to @FrontPorchCS

#SrCyberChat Ellin from VDM STRONGLY believes in investing in a trusted and reliable antivirus system. Also being on an encrypted WiFi is IMPORTANT!



Front Porch @FrontPorchCS · Oct 24

A5 By empowering our residents with education & preventative measures they can take, we assist those who may be fearful of the potential **#cybersecurity** risks online. We also build upon the knowledge our residents already have, like this resident from Kingsley Manor.**#SrCyberChat**



Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Online access & monitoring, Ucan also set alerts so that you get a text or email whenever activity occurs on your accounts. Also, if you don't have online access to your accounts, hackers can find a way to set up that access, pretending 2b U, & drain those accounts.





The Oasis Institute @OasisInstitute · Oct 24



Great question Ellen! Our team is aware of Windows S mode designed by @Microsoft to be a safer environment. If you have personal experience with it, Ellen, has it been a good one? #SrCyberChat #CSAM2019

Tonia Nguyen @tonia_fpciw

Resident Ellen at Vista Del Monte asks the panelists "Do you know what Windows S mode is and how to disable it?" #SrCyberChat



Tonia Nguyen @tonia_fpciw · Oct 24



Replying to @StratMaloma

Great advice! I recently was able to stop fraudulent charges on my debit card quickly after checking my online bank statements #SrCyberChat



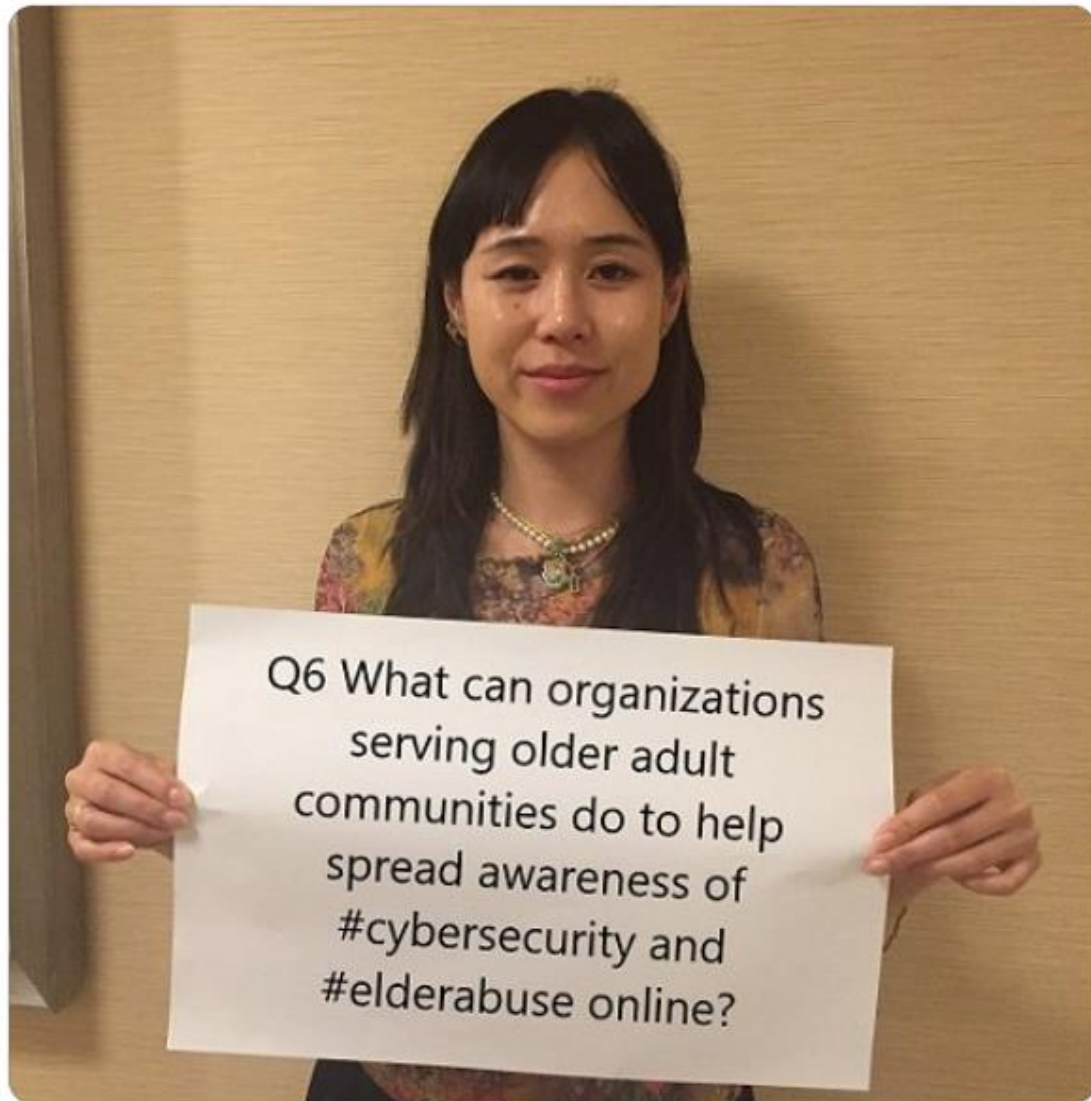


Front Porch @FrontPorchCS · Oct 24



Q6 WHAT CAN ORGANIZATIONS SERVING OLDER ADULT COMMUNITIES DO TO HELP SPREAD AWARENESS OF [#CYBERSECURITY](#) & [#ELDERABUSE](#) ONLINE?

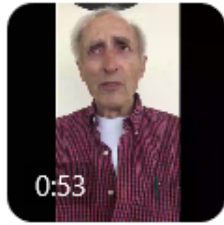
[#SrCyberChat](#)





Tiffany Nguyen @Tiffany_FPCIW · Oct 24

Knowledge is power! #PassItOn #SrCyberChat



Front Porch @FrontPorchCS

A5 By empowering our residents with education & preventative measures they can take, we assist those who may be fearful of the potential #cybersecurity risks online. We also build upon the knowledge our residents...



FTC @FTC · Oct 24

Replying to @FrontPorchCS

A6: Share articles, bookmarks, presentations. Host a scam jam. We have the tools to get you started at ftc.gov/PassItOn. Want to learn more? Check out this video: youtube.com/watch?v=ItjLAY... #SrCyberChat #PassItOn



Using "Pass It On" In Your Community | Federal Tr...

How organizations in local communities are using the Pass It On materials. The Federal Trade Commission deals with issues that touch the economic life of eve...
youtube.com



Megan Park @megan_fpciw · Oct 24

Replying to @megan_fpciw @FrontPorchCS @OpenIDEO
#SrCyberChat





Strat Maloma @StratMaloma · Oct 24



#SrCyberChat Q6. Ans1: @aarpfraudwatch we conduct free community educational presentations; host

The Perfect Scam podcasts with expert speakers; provide AARP educational quizzes that illustrate how scams think and operate



Tonia Nguyen @tonia_fpciw · Oct 24



Ellen says she likes the security aspect of it but it's been frustrating not being able to access much of the Google suite of products. She is still evaluating its pros/cons #SrCyberChat

The Oasis Institute @OasisInstitute

Great question Ellen! Our team is aware of Windows S mode designed by @Microsoft to be a safer environment. If you have personal experience with it, Ellen, has it been a good one? #SrCyberChat #CSAM2019
twitter.com/tonia_fpciw/st...



The Oasis Institute @OasisInstitute · Oct 24



A5: The core mission of @OasisInstitute: to reduce #SocialIsolation The mission of Oasis Connections: to help people stay connected with loved ones & info. Our classes and instructional materials encourage participation on channels chosen by the #OlderAdult #SrCyberChat #CSAM2019



Front Porch @FrontPorchCS

Q5 MANY ONLINE SAFETY CAMPAIGNS CREATE A FEAR OF THE INTERNET. BUT HOW DO YOU PROMOTE THE VALUE OF THE INTERNET WHILE HELPING PEOPLE STAY SAFE? #SrCyberChat





The Oasis Institute @OasisInstitute · Oct 24



A5: Oasis recognizes [#OlderAdults](#) & family members caring for them use [@YouTube](#). It's an [#ageist](#) notion that only teens/millennials use YT. Our YT Cybercrime prevention playlist has 11 instructional videos. Viewers can pause, rewind & replay to get concepts [#SrCyberChat](#) [#CSAM2019](#)



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Jennifer Lee @Jennifer_fpciw · Oct 24



Replying to [@FrontPorchCS](#)

[#SrCyberChat](#) Ellin thinks talking about it is the best means of prevention because it fosters an atmosphere where residents feel empowered to ask questions, get involved, and not be afraid to share their own stories.



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Front Porch @FrontPorchCS · Oct 24



A resident from Wesley Palms suggested to use the BCC feature on emails when forwarding. [#SrCyberChat](#)

Tiffany Nguyen @Tiffany_FPCIW

Knowledge is power! [#PassItOn](#) [#SrCyberChat](#) [twitter.com/FrontPorchCS/s...](#)



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The Oasis Institute @OasisInstitute · Oct 24



[youtube.com/playlist?list=...](#) [#SrCyberChat](#) [#CSAM2019](#)

The Oasis Institute @OasisInstitute

A5: Oasis recognizes [#OlderAdults](#) & family members caring for them use [@YouTube](#). It's an [#ageist](#) notion that only teens/millennials use YT. Our YT Cybercrime prevention playlist has 11 instructional videos. Viewers can pause, rewind & replay to get concepts [#SrCyberChat](#) [#CSAM2019](#)

Show this thread



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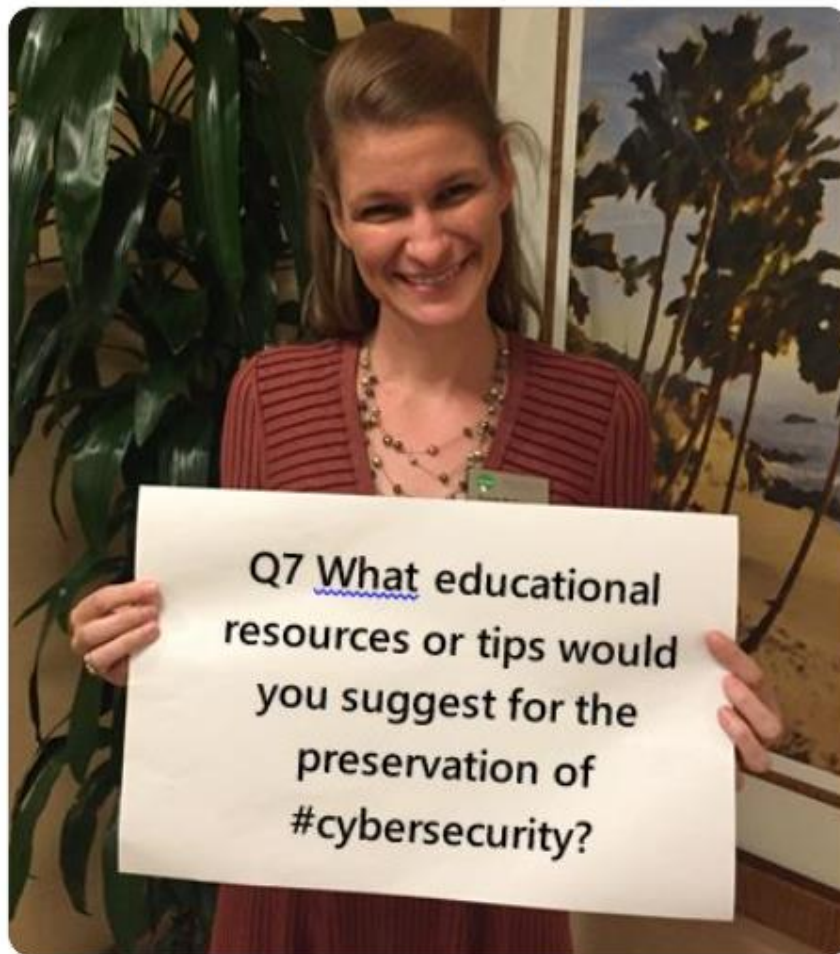
Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Q6: One of the most important things is to report to law enforcement and share the info; others might have the same problem but your information could help solve and protect others



Front Porch @FrontPorchCS · Oct 24

Q7 WHAT EDUCATIONAL RESOURCES OR TIPS WOULD YOU SUGGEST FOR THE PRESERVATION OF **#CYBERSECURITY**? **#SrCyberChat**





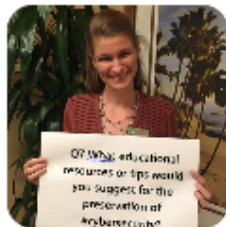
Strat Maloma @StratMaloma · Oct 24

#SrCyberChat AARP's Fraud Watch Network can help you spot and avoid scams. Sign up for free "watchdog alerts," review our scam-tracking map, or call our toll-free fraud helpline at 877-908-3360 if you or a loved one suspect you've been a victim.



FTC @FTC · Oct 24

A7a: Share the FTC's resources at ftc.gov/OnGuardonline and ftc.gov/PassItOn.
#SrCyberChat #FTC #PassItOn



Front Porch @FrontPorchCS

Q7 WHAT EDUCATIONAL RESOURCES OR TIPS WOULD YOU SUGGEST FOR THE PRESERVATION OF #CYBERSECURITY? #SrCyberChat



Tonia Nguyen @tonia_fpciw · Oct 24

Great tip @StratMaloma! #SrCyberChat

Strat Maloma @StratMaloma

#SrCyberChat AARP's Fraud Watch Network can help you spot and avoid scams. Sign up for free "watchdog alerts," review our scam-tracking map, or call our toll-free fraud helpline at 877-908-3360 if you or a loved one suspect you've been a victim.





Front Porch @FrontPorchCS · Oct 24

Davis leading the resident discussion at Wesley Palms during the [#SrCyberChat](#)



The Oasis Institute @OasisInstitute · Oct 24

We're agreeing w/Ellen. We thought about Windows S mode but then waited to see how widely it was adopted. It's had some issues so this was the best choice for participants using our curriculum. [#SrCyberChat](#) [#CSAM2019](#)

Jennifer Lee @Jennifer_fpciw

Replying to @FrontPorchCS

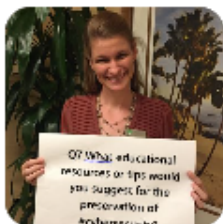
[#SrCyberChat](#) Ellen thinks talking about it is the best means of prevention because it fosters an atmosphere where residents feel empowered to ask questions, get involved, and not be afraid to share their own stories.





FTC @FTC · Oct 24

A7b If you spot a scam, report it to the FTC at ftc.gov/complaint. By making your report, you can help the FTC identify and stop scams. And it can help protect other people. [#SrCyberChat](#) [#PassItOn](#)



Front Porch @FrontPorchCS

Q7 WHAT EDUCATIONAL RESOURCES OR TIPS WOULD YOU SUGGEST FOR THE PRESERVATION OF [#CYBERSECURITY](#)? [#SrCyberChat](#)



Front Porch @FrontPorchCS · Oct 24

A7 @FrontPorchCS offers a 32 page toolkit and presentation on [#cybersecurity](#) that anyone can download or print. bit.ly/2Pe9o4v. These toolkits and presentations are offered in English, Spanish, Korean, and Chinese. [#SrCyberChat](#)



Cyber Security Toolkit - Front Porch Center for Inn...

Piers Cyber Security Toolkit Stay safe on the Internet.
English Piers Cyber Security Toolkit 2019 Piers Cyber
Security English Presentation Spanish Piers Cyber
fpciwi.org





Strat Maloma @StratMaloma · Oct 24

#SrCyberChat Checkout our AARP Fraud Resource Center to see the many fraud prevention and education resources we have available to everyone

FRAUD RESOURCE CENTER

Learn how to spot and avoid common scams

| | | | |
|---------------------------|-------------------------|-----------------------|-------------------------------|
| Business Email Compromise | Government Grant Scams | Moving Scams | Spear-Phishing |
| Celebrity Impostor Scams | Grandparent Scam | Nigerian Scams | Sweepstakes and Lottery Scams |
| Census Scams | Health Insurance Scams | Online Pharmacy Scams | Tax ID Theft |
| Charity Scams | Holiday Scams | Online Shopping Scams | Tech Support Scams |
| Cruise Scams | Home Improvement Scams | Pet Scams | Time-Share Resale Scam |
| Cryptocurrency Fraud | Identity Theft | Phishing | Travel Scams |
| Debt Collection Scams | Impostor Scams | Phone Scams | 'Update Account' Scams |
| Debt Relief Scams | Investment Fraud | Public Wi-Fi Scams | Utility Scams |
| Dietary Supplement Scams | IRS Impostor Scam | Ransomware | Vacation Scams |
| Disaster Scams | Medical Equipment Scams | Robocalls | Veterans Charity Scam |
| Email Extortion Scams | Medical Identity Theft | Romance Scams | Veterans Scams |
| Funeral Scams | Medicare Card Scams | Social Media Scams | Weight-Loss Scams |
| Gift Card Scams | Medicare Fraud | Social Security Scams | Work-at-Home Scams |



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Strat Maloma @StratMaloma · Oct 24



#SrCyberChat AARP's Fraud Watch Network can help you spot and avoid scams. Sign up for free "watchdog alerts," review our scam-tracking map, or call our toll-free fraud helpline at 877-908-3360 if you or a loved one suspect you've been a victim.

TEXT FWN TO 50757

to receive biweekly alerts from
the AARP Fraud Watch Network.

Message and data rates may apply.

Terms apply: <https://aarp.info/tcofr>

AARP

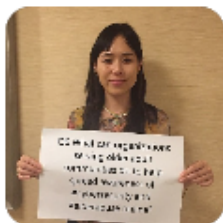
Fraud Watch Network



The Oasis Institute @OasisInstitute · Oct 24



A6: Facilitate discussions that allow **#OlderAdults** to share their experiences and listen! I've learned A LOT of new information that way. **#SrCyberChat**
#CSAM2019



Front Porch @FrontPorchCS

Q6 WHAT CAN ORGANIZATIONS SERVING OLDER ADULT
COMMUNITIES DO TO HELP SPREAD AWARENESS OF
#CYBERSECURITY & **#ELDERABUSE** ONLINE?
#SrCyberChat





Tonia Nguyen @tonia_fpciwi · Oct 24

Ellin from VDM asks "What's the advantages of using paper bank statements vs online statements?" [#SrCyberChat](#)



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2



Leanne @leanneproelders · Oct 24

Replying to [@FrontPorchCS](#)

A3 Some older adults don't want family members to think they have cognitive issues if they've been defrauded. Fearful of losing control

[#SrCyberChat](#)



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4



Tiffany Nguyen @Tiffany_FPCIW · Oct 24

Replying to [@StratMaloma](#)

These resources are great! Thank you [@StratMaloma](#) [#SrCyberChat](#)



Front Porch @FrontPorchCS · Oct 24

Last 5 minutes of the chat--NOW IS THE TIME FOR ANY ANNOUNCEMENTS/PLUGS YOU WOULD LIKE TO MAKE! [#SrCyberChat](#)



3



Jennifer Lee @Jennifer_fpciwi · Oct 24

Replying to [@leanneproelders](#) [@FrontPorchCS](#)

Very valid point! Jen S. Mentions that this is an AGEIST issue! Because in reality, EVERYONE gets scammed! [#SrCyberChat](#)



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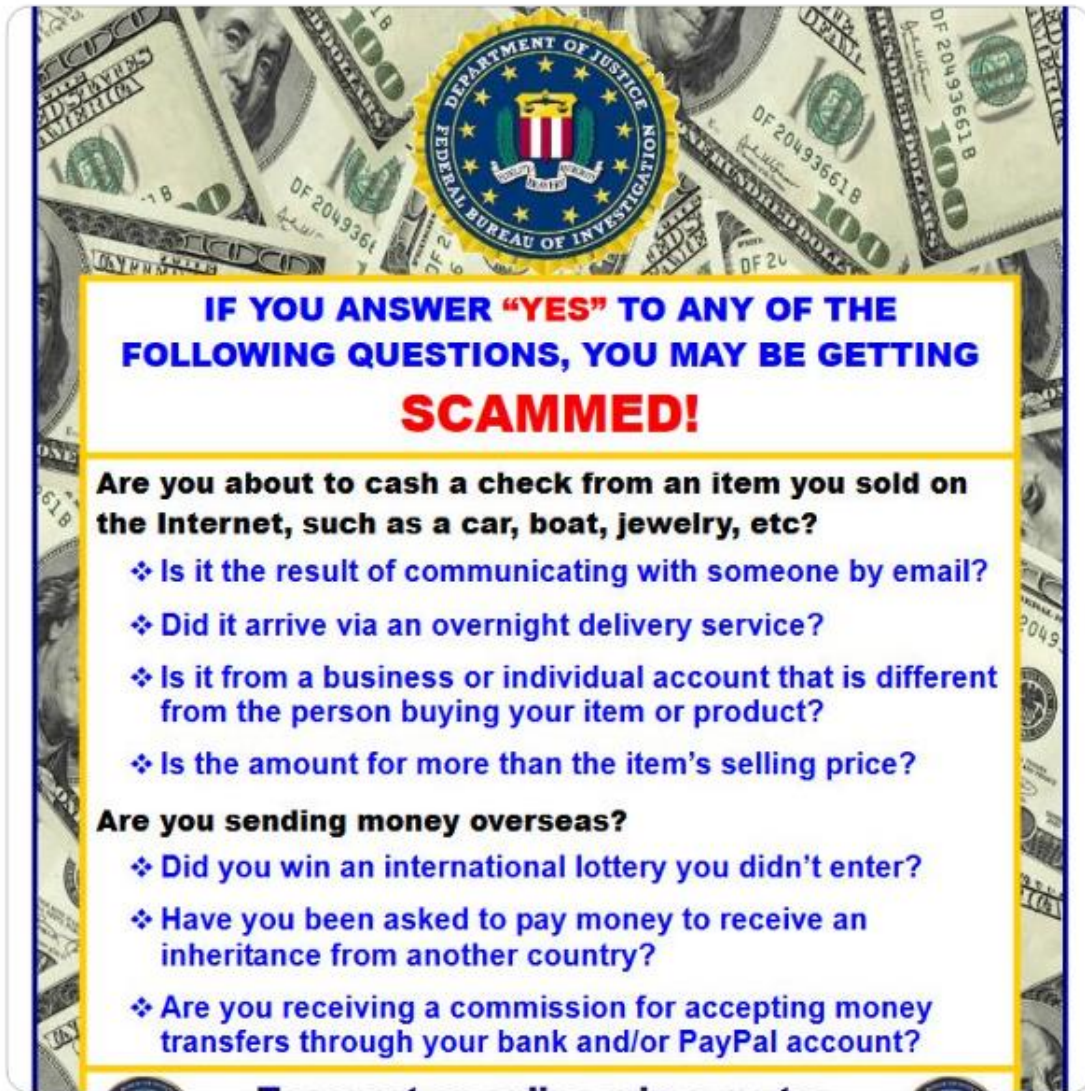
5





Strat Maloma @StratMaloma · Oct 24

#SrCyberChat These are useful questions from the FBI to consider when trying to determine if you are being scammed or not





The Oasis Institute @OasisInstitute · Oct 24



Oasis Connections has helped [#OlderAdults](#) & other [#DigitalNewcomers](#) navigate the internet safely since 2004! Classes are offered in more than 30 US Cities and we hope our YouTube videos will help tens of thousands more. Learn more at connections.oasisnet.org [#SrCyberChat](#) [#CSAM2019](#)



Front Porch @FrontPorchCS

Q7 WHAT EDUCATIONAL RESOURCES OR TIPS WOULD YOU SUGGEST FOR THE PRESERVATION OF [#CYBERSECURITY](#)? [#SrCyberChat](#)



Tiffany Nguyen @Tiffany_FPCIW · Oct 24



Our cybersecurity toolkit is an excellent resource and available to download!! [#SrCyberChat](#) [#PassItOn](#)

Front Porch @FrontPorchCS

A7 @FrontPorchCS offers a 32 page toolkit and presentation on [#cybersecurity](#) that anyone can download or print. bit.ly/2Pe9o4v. These toolkits and presentations are offered in English, Spanish, Korean, and Chinese. [#SrCyberChat](#)





Tonia Nguyen @tonia_fpciw · Oct 24

It's important to let older adults know that it can happen to anyone. We ALL can always improve our cyber safety knowledge and practices and it helps others by sharing our stories of fraud [#SrCyberChat](#)

Leanne @leanneproelders

Replying to @FrontPorchCS

A3 Some older adults don't want family members to think they have cognitive issues if they've been defrauded. Fearful of losing control

[#SrCyberChat](#)



Adriana Mendoza @amendoza_ca · Oct 24

Thanks [@AARPCA](#) and [@FrontPorchCS](#) for hosting this [#SrCyberChat](#).



Front Porch @FrontPorchCS · Oct 24

A big THANK YOU to everyone who participated today especially to our expert panelists! You can download our [#cybersecurity](#) toolkit at bit.ly/2Pe9o4v. We hope everyone had a great time!! [#SrCyberChat](#)



Cyber Security Toolkit - Front Porch Center for Inn...

Piers Cyber Security Toolkit Stay safe on the Internet.
English Piers Cyber Security Toolkit 2019 Piers Cyber
Security English Presentation Spanish Piers Cyber
fpciw.org





Strat Maloma @StratMaloma · Oct 24

#SrCyberChat On behalf of the @aarpfraudwatch and @AARPCA it has been a pleasure spending this time with you to discuss cybersafety and what we can do stay safe online. Thank you



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Front Porch @FrontPorchCS · Oct 24

We hope you all continue to shine as advocates for #cybersecurity awareness and do your part in helping educate and engage older adults! #SrCyberChat



6



The Oasis Institute @OasisInstitute · Oct 24

#SrCyberChat I will be at #LosAngeles Oasis in #SantaMonica tomorrow from 1 - 3 teaching! Please join me for a lively discussion about being safe online for #CSAM2019



Home

Lifelong Learning. Volunteer Engagement. Healthy Lifestyles. A pioneer in healthy aging for more than 35 years, Oasis has helped thousands of older adults across...

oasisnet.org



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Leanne @leanneproelders · Oct 24

Replying to @tonia_fpciw

Sadly, most elder financial exploitation is perpetrated by family members. We have to educate elder law attorneys about the red flags for abuse & also better understanding of undue influence. Need more oversight with DPOA's

#SrCyberChat



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The Oasis Institute @OasisInstitute · Oct 24



The Oasis Institute is grateful to be included in this [#SrCyberChat](#) and we thank [@FrontPorchCS](#) for organizing this [#CSAM2019](#) event.



Front Porch @FrontPorchCS · Oct 24



Replying to [@OasisInstitute](#)

It looks like it's going to be a great event Amy! [#SrCyberChat](#)



Leanne @leanneproelders · Oct 24



Replying to [@FrontPorchCS](#)

[@ITRCSD](#) has a user friendly site which offers resources & forms to fill out to report [#IDTheft](#). Adult children often use their parents personal info to open accounts, etc in parents name- even get loans. This type of fraud is traumatic & heartbreaking for a parent. [#SrCyberChat](#)

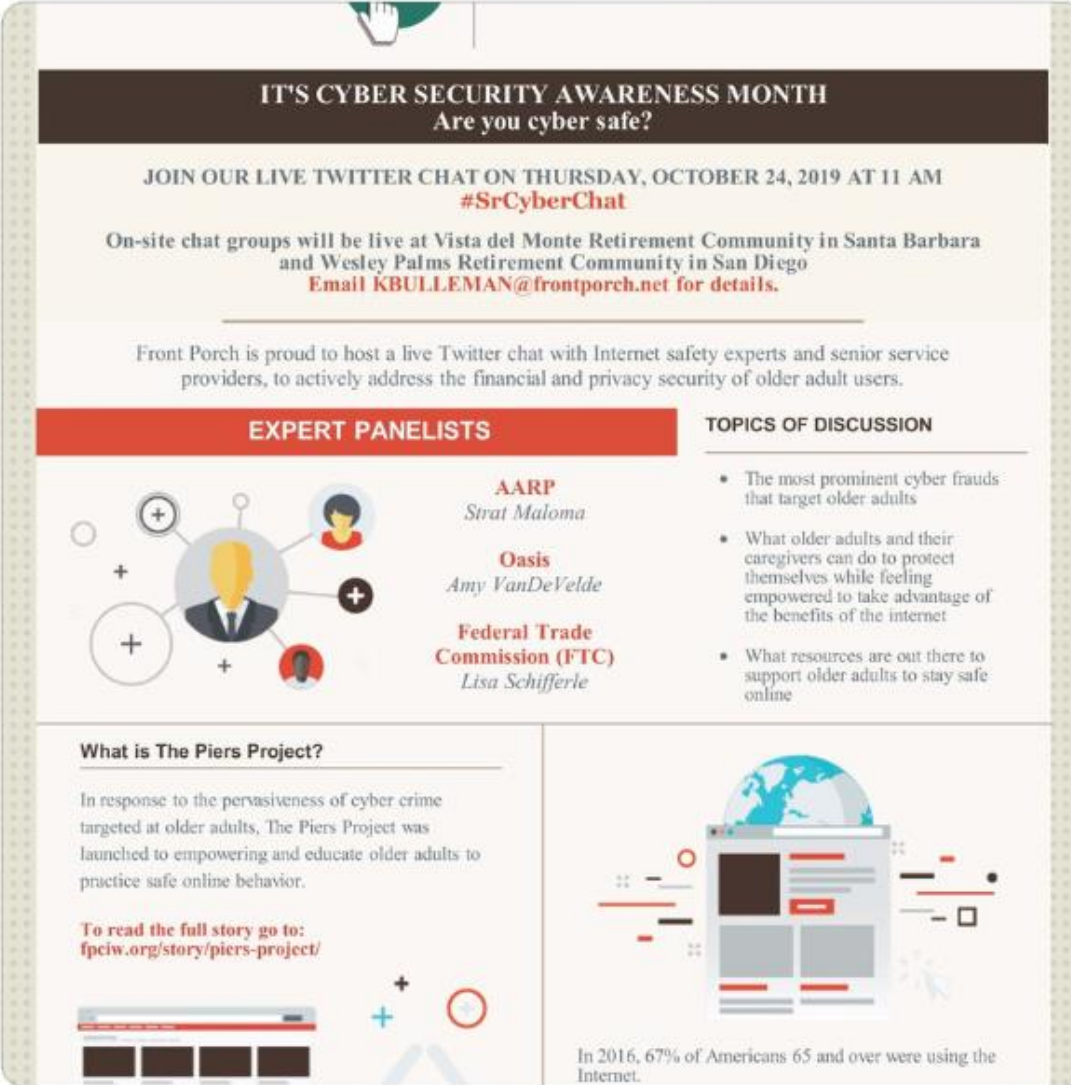




Amy VanDeVelde @amyvandevelde · Oct 24



Honored to be part of today's [#CSAM2019](#) Twitter Chat organized by [@FrontPorchCS](#) Since many of my Twitter followers do not also follow [@OasisInstitute](#) I'll retweet [#SrCyberChat](#) posts. I strongly believe [#CyberSafety](#) education is for all new internet users not just for [#OlderAdults](#)




IT'S CYBER SECURITY AWARENESS MONTH
Are you cyber safe?

JOIN OUR LIVE TWITTER CHAT ON THURSDAY, OCTOBER 24, 2019 AT 11 AM
#SrCyberChat

On-site chat groups will be live at Vista del Monte Retirement Community in Santa Barbara and Wesley Palms Retirement Community in San Diego
Email KBULLEMAN@frontporch.net for details.



Front Porch is proud to host a live Twitter chat with Internet safety experts and senior service providers, to actively address the financial and privacy security of older adult users.

| EXPERT PANELISTS | TOPICS OF DISCUSSION |
|---|---|
|  <p>AARP <i>Sirat Maloma</i></p> <p>Oasis <i>Amy VanDeVelde</i></p> <p>Federal Trade Commission (FTC) <i>Lisa Schifferle</i></p> | <ul style="list-style-type: none">• The most prominent cyber frauds that target older adults• What older adults and their caregivers can do to protect themselves while feeling empowered to take advantage of the benefits of the internet• What resources are out there to support older adults to stay safe online |

What is The Piers Project?

In response to the pervasiveness of cyber crime targeted at older adults, The Piers Project was launched to empowering and educate older adults to practice safe online behavior.

To read the full story go to:
fpci.org/story/piers-project/



In 2016, 67% of Americans 65 and over were using the Internet.



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Amy VanDeVelde @amyvandevelde · Oct 24

Understand how the scams work and share tips with an older #Facebook user you know : How A Massive Facebook Scam Siphoned Millions Of Dollars From Unsuspecting Boomers buzzfeednews.com/article/craigs... via @CraigSilverman #SrCyberChat #CSAM2019

The Oasis Institute @OasisInstitute

A1: These subscription trap/free trial scams have been reported by @CraigSilverman @BuzzFeedNews #SrCyberChat #CSAM2019

Show this thread



Amy VanDeVelde @amyvandevelde · Oct 24

Also: What To Do If The Older People In Your Life Are Sharing False Or Extreme Content buzzfeednews.com/article/craigs... via @CraigSilverman #SrCyberChat #CSAM2019

Amy VanDeVelde @amyvandevelde

Understand how the scams work and share tips with an older #Facebook user you know : How A Massive Facebook Scam Siphoned Millions Of Dollars From Unsuspecting Boomers buzzfeednews.com/article/craigs... via @CraigSilverman #SrCyberChat #CSAM2019 twitter.com/OasisInstitute...



Amy VanDeVelde @amyvandevelde · Oct 24

Agreed! Victim blaming is a huge part of the problem with frauds and scams! #SrCyberChat #CSAM2019

Tonia Nguyen @tonia_fpciw

It's important to let older adults know that it can happen to anyone. We ALL can always improve our cyber safety knowledge and practices and it helps others by sharing our stories of fraud #SrCyberChat twitter.com/leanneproelder...

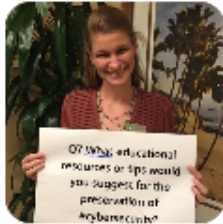




Amy VanDeVelde @amyvandevelde · Oct 24



A7: Eager to help your people use the internet more safely? Follow/connect with me and @OasisInstitute on LinkedIn, Facebook and Twitter and repost our posts #SrCyberChat #CSAM2019



Front Porch @FrontPorchCS

Q7 WHAT EDUCATIONAL RESOURCES OR TIPS WOULD YOU SUGGEST FOR THE PRESERVATION OF #CYBERSECURITY? #SrCyberChat

