To report or discuss elder abuse, neglect or financial exploitation:
Illinois Department on Aging
Elder Abuse Hotline:
1-866-800-1409
1-888-206-1327 (TTY)

To report or discuss financial or consumer crimes:
Illinois Attorney General's Office
Senior Hotline:
1-800-243-5377
www.IllinoisAttorneyGeneral.gov

To receive information on B*SAFE:
Illinois Department on Aging
Senior HelpLine:
1-800-252-8966
1-888-206-1327 (TTY)
www.state.il.us/aging
under "Elder Abuse & Prevention"

State of Illinois
Department on Aging
One Natural Resources Way, #100
Springfield, Illinois 62702-1271

Download this brochure at **www.state.il.us/aging** 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, 1-888-206-1327 (TTY).

DHCS-12_5 Printed by Authority of the State of Illinois
IOCI 12-391 (Rev. 11/11 -15M)

Illinois Department on Aging
Elder Abuse and Neglect Program
One Natural Resources Way, #100
Springfield, IL 62702-1271

State of Illinois
Illinois Department on Aging

Bankers 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 exploitation can generally be classified into two broad categories: those in which the senior citizen knows the person and those involving a stranger. Whatever form it takes, exploitation often culminates during a visit to a banking facility. The challenge for banks' frontline personnel is to identify those 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 senior citizens who are at risk of losing their money or assets.

The goal of B*SAFE is to encourage and help banks train their personnel to identify, report and stop situations involving senior exploitation.

What Bank Employees Can Do to Help

- Learn the reason for large transactions or withdrawals.
- Check third-party authorization and documentation.
- Consult with a supervisor or bank security.
- Ask the senior citizen to speak with bank security or a supervisor.
- Report suspicions to the Illinois Elder Abuse and Neglect Program.
- Get photographic evidence and be able to describe a suspect.
- Notify security or police if it is believed the senior citizen is in any immediate danger.

Other Ways Banks Can Help

- Educate employees about abuse so they can recognize and report abuse situations.
- Take a proactive approach to developing new procedures and product lines to detect unusual banking activities and verify suspicious transactions.
- Develop and distribute educational materials that alert customers to scams and ways to recognize financial exploitation, as well as conduct seminars on elder exploitation.
- Generate media attention highlighting financial abuse and methods to stop it.