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| Acronym: Elder Fraud Unit  Government Entity: NC Department of Justice, Attorney General’s Office |
| Contact Number:  **Megan Fullwood (919) 716-6044** OR **Toll-free within North Carolina:** 1-877-5-NO-SCAM **From outside North Carolina:** (919) 716-6000 **En Espanol:** (919) 716-0058  Position of Contact Number Person: **Attorney Jeb Saunders** [**ssaunders@ncdoj.gov**](mailto:ssaunders@ncdoj.gov) **and/or Consumer Specialist Megan Fullwood** [**mfullwood@ncdoj.gov**](mailto:ssaunders@ncdoj.gov)  Web address: [General Consumer Complaint. File a Consumer Complaint at NC DOJ.](https://ncdoj.gov/file-a-complaint/consumer-complaint/) \*\*\*IMPORTANT: Please indicate in complaint that the victim is an older adult OR the reporter is filing complaint on behalf of an older adult, to ensure complaint is directed to the correct unit!  Social media: does the entity respond to inquiries via social media? Which social media outlet? **Inquiries from social media handled by Attorney General’s Communications Staff.** |
| Which citizen problems the agency addresses: **The Elder Fraud Unit** **fields complaints from senior victims of scams. We also receive complaints from victims’ friends, family, and financial institutions (the latter because scammers often direct victims to wire funds through the financial institution). We provide guidance to the victims and these other interested parties, helping educate them about the particular scam and offering ideas on how to protect the victim from the scam and future scams (education about future scams is paramount because victims are often targeted again and again). We also interact with state and federal law enforcement, alerting them to cases that may result in an investigation and prosecution of scammers.** |
| What they will do  **\* Civil – In instances where seniors are victimized by local scammers – particularly contractors who take money and do not complete the work – may file suit against the scammers, seeking to obtain restitution for the victims and shut down the scammers**  \* Criminal – No criminal enforcement authority  \* Refer to other agency (federal? State?) **We alert local police departments or sheriff offices to potential cases and share information that may assist in their investigation.**  \*How do reporters/victims double check to ensure 6, 12, 18 months from now that this STILL is where they need to report? **Web address and phone number will be the same.** |
| What the agency won’t do: **Criminal enforcement authority** |
| What information/data points are needed to report effectively? Describe the process. **Need as many details as possible regarding the scam/scammers.** |
| Who can make reports? **Victims, family members, financial institutions** |
| How can incidents be reported? Is there a telephonic option for those who are not digitally savvy or comfortable with online reporting?  **Online:** [General Consumer Complaint. File a Consumer Complaint at NC DOJ.](https://ncdoj.gov/file-a-complaint/consumer-complaint/) **Elder Fraud Unit Consumer Specialist,** **Megan Fullwood:** (919) 716-6044 **Toll-free within NC:** 1-877-5-NO-SCAM **From outside North Carolina:** (919) 716-6000  **En Espanol:** (919) 716-0058 |
| To the victim (&/or reporting individual), will the agency   * Provide complaint #? **YES** * Provide copy of complaint? **If requested** * Provide something concrete/beneficial/actionable that day? What? **The Unit sends reporter a follow-up letter which typically provides education and resources to protect seniors from further harm. If the scammer is identifiable (contracting fraud), we typically forward the complaint to the business right away, in efforts to resolve the matter.** * Confirm complaints? **Multiple complaints and/or insufficient response from the party being complained about will often result in further investigative efforts and potentially litigation (depending on the investigation).** * Provide status updates? **YES** * Seek restitution? **If deemed necessary per our investigation** |
| If the agency does not interact with victims, then explain   * Where reports should be filed re: this issue to achieve a response &/or * How/why taking the time to report is so important: How is it reflected in something reporters/victims can see? How is it making a difference?  **Multiple complaints and/or insufficient response from the party being complained about will often result in further investigative efforts and potentially litigation (depending on the investigation). All complaints are maintained as public records and are available upon request to people who want to know whether a particular business has a problematic history with seniors and other consumers.** |