



Looking Forward Our Way

www.lookingforwardourway.com

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GUEST CONTACT INFORMATION

Guest Name: Lee Anne Lanigan

Director of Consumer Relations & Investigations, Better Business Bureau Serving Central OH

Podcast Title:

Tracking Scams and Protecting Our Community: the BBB working for us

RESOURCES:

Resources of the Better Business Bureau Serving Central Ohio

1169 Dublin Road; Columbus, OH 43215

<https://www.bbb.org/local-bbb/bbb-of-central-ohio>

Phone: 614-486-6336 Fax: 614.486.6631

- Scam Tracker www.bbb.org/scamtracker (micro-site where readers can learn more about scams from reports by individuals who have been scammed)
- Research and data information <https://www.bbb.org/all/scamstudies>
- Tips for protecting older adults: <https://www.bbb.org/article/news-releases/24811-bbb-tip-protecting-older-adults>
- Nationally, online retail fraud losses approached \$380M in 2022. Study is located: [https://www.bbb.org/article/news-releases/27843-bbb-study-update-reported-online-retail-fraud-losses-to-approach-\\$380m-in-2022](https://www.bbb.org/article/news-releases/27843-bbb-study-update-reported-online-retail-fraud-losses-to-approach-$380m-in-2022)
- And if your group or organization is in need of a speaker, the BBB will be happy to join you!

Resources from other agencies

- Central Ohio Area Agency on Aging www.coaaa.org
- Franklin County Office on Aging <https://officeonaging.org/default.aspx>
- National DoNotCall Registry (Federal Trade Commission)
 - Donotcall.gov; 888-382-1222
 - ReportFraud.gov <https://reportfraud.ftc.gov/#/>
- National Council on Aging <https://www.ncoa.org>
 - Click on “search” and insert scams....many article and events are available
- FBI.gov: Report Cyber Crime through the Report Internet Crime (ic3.gov) program <https://www.fbi.gov/video-repository/ic3-psa-kirsten-vangsness.mp4/view>

- Ohio Attorney General (Services for seniors) <https://www.ohioattorneygeneral.gov/Individuals-and-Families/Seniors>
 - 30 E. Broad Street; 14th Floor; Columbus, OH 43215
 - 800-282-0515
 - RoboCall Enforcement Unit <https://www.ohioattorneygeneral.gov/Individuals-and-Families/Consumers/Robocall>
- Ohio Department of Job and Family Services <https://jfs.ohio.gov/>
 - Adult Protective Services <https://jfs.ohio.gov/ocf/aps.stm>
 - Report Fraud in Ohio <https://jfs.ohio.gov/fraud/>
- Ohio Department of Commerce, <https://com.ohio.gov/home>
 - Division of Securities <https://com.ohio.gov/divisions-and-programs/securities/about-securities/about-securities>
- State of Ohio Long-Term Care Ombudsman's Office <https://aging.ohio.gov/care-and-living/get-help/get-an-advocate> 800-282-1206
- Apprisen (Consumer Credit Counseling Services) <https://www.apprisen.com/what-you-need-to-know-about-senior-fraud/>
- Modcon Living (keeping older adults safe in their homes) <https://www.modconliving.org/> 614-258-6392