TIPS FOR AVOIDING VETERANS SCAMS

Protect Yourself – Ask Questions
How do I know the veteran’s advocate I am working with is creditable?
- Only use veterans’ advocates listed on the accreditation site: www.nasaa.org/about-us/contact-us/contact-your-regulator
- Accredited veteran’s advocates will be able to present you with proof of their accreditation – Ask for it.
- Never feel pressured to work with a veteran’s advocate.
- If they claim they are with a nonprofit group, research their organization.
- Get referrals from trusted friends or family members.

Be in charge and in control of the situation – Be wary of a veteran’s advocate who contacts you unsolicited. This should be a decision where you are seeking their assistance.

Services should be free – Never spend any money until all other options are exhausted.
Things to Remember:
- Be suspicious of veterans’ advocates who ask for personal or financial information including Social Security numbers, driver’s license information, and banking or credit accounts, through unsolicited phone calls or visits.
- Know that official VA information will always be sent to you by US mail.
- Only scammers charge for services like accessing pension or obtaining military records.
- The Veterans Benefits Administration has the ultimate authority to deny or approve submitted claims.

When In Doubt Reach Out! – There are credible organizations that are willing to provide you with information, resources and guidance.
Report Suspicious Solicitations to:
- Consumer Financial Protection Bureau: 1-855-411-CFPB (2372)
- Department of Veterans Affairs Office of Inspector General (OIG) hotline: www.va.gov/oig/hotline, vaoighotline@va.gov, or 1-800-488-8244
Report suspected fraudulent activities to:

For additional information and resources please contact the National Center on Elder Abuse at https://ncea.acl.gov or 1-855-500-3537

This document was completed for the National Center on Elder Abuse situated at Keck School of Medicine of USC and is supported in part by a grant (No. 90AB0003-01-01) from the Administration on Aging (AOA), U.S. Department of Health and Human Services (DHHS). Grantees carrying out projects under government sponsorship are encouraged to express freely their findings and conclusions. Therefore, points of view or opinions do not necessarily represent official Administration on Aging or DHHS policy.