



AARP Fraud Fighter Call Center

A campaign to protect consumers from scams and schemes
AARP - Attorney General of Washington

Program Overview

Consumers lose billions of dollars every year to various kinds of consumer fraud. According to a study conducted by AARP, people over 50 years of age are especially vulnerable and account for more than half of all victims.

But now a group of volunteers calling themselves the "Fraud Fighters" are offering to help. In June 2006, AARP Washington joined Attorney General Rob McKenna to launch the "AARP Fraud Fighter Call Center." Trained volunteer Fraud Fighters are reaching out to thousands of consumers offering the tips, resources and information they need to protect themselves from fraud and abuse. The Call Center has already contacted more than 200,000 consumers nationwide.

Many of the outgoing calls are made to consumers appearing on call lists seized during law enforcement raids of fraudulent telemarketing boiler rooms. These so called "mooch lists" are typically sold and resold among multiple con artists looking for their next victim. The lists sometimes include detailed information about the victim's finances and personal interests, as well as the specific fraudulent pitches they have been known to fall for.

AARP Fraud Fighters are also offering to assist Washington residents if they suspect that someone they know is in danger. AARP has set up a toll-free hotline at **1-800-646-2283**, and is urging people to call if they have questions about consumer fraud.

In addition to receiving consumer protection resources and contacts, the public can request that a trained volunteer Fraud Fighter contact a family member or friend to provide peer counseling messages. A 2003 report by AARP and the Department of Justice showed that consumer education and peer-to-peer counseling can lower a victim's willingness to respond to fraudulent pitches by over 50 percent.

Consumers can find more information about the AARP Fraud Fighter Call Center, or order consumer protection materials free of charge by calling 1-800-646-2283, or by visiting AARP's website at www.aarp.org/wa.

