

Seniors and People with Disabilities

Jeanette Burket

Authorized Signature

Number: SPD-IM-07-075
Issue Date: 10/17/2007

Topic: Other

Subject: SAFE (Senior & Family) Presentations

Applies to (check all that apply):

- | | |
|---|---|
| <input type="checkbox"/> All DHS employees
<input checked="" type="checkbox"/> Area Agencies on Aging
<input type="checkbox"/> Children, Adults and Families
<input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> County Mental Health Directors
<input type="checkbox"/> Health Services
<input checked="" type="checkbox"/> Seniors and People with Disabilities
<input type="checkbox"/> Other (please specify): |
|---|---|

Message: Attached is the first schedule of presentations to seniors and their families to help fight financial abuse in the forms of predatory marketing tactics and violations of the insurance suitability law by insurance agents, brokers and insurance-related scams. Please share this information with program staff and community partners.

If you have any questions about this information, contact:

Contact(s):	Joyce Phelps		
Phone:	503 373-7612	Fax:	503 373-1133
E-mail:	Joyce.L.Phelps@state.or.us		



Senior and Family Education on
Insurance and Financial Issues

Protect yourself and your loved ones



The Oregon Department of Consumer

and Business Services is launching a campaign to educate seniors and their families on types of financial abuse they may be subjected to. The department will be putting on presentations around the state to discuss predatory marketing by insurance agents and security brokers, the law that requires agents and brokers to ensure a product is suitable for the buyer, and the insurance and investment-related scams aimed at our senior citizens. The department has also developed several free publications that will assist seniors and their loved ones when faced with a situation that may involve unscrupulous financial dealings.

Seniors are tempting targets for unscrupulous or deceptive sales practices, because they are at a point in life where decisions about large sums of money from a lifetime of savings and asset appreciation are being made. It can be difficult to separate financial decisions made for legitimate reasons, from pressured decisions that may cause financial harm.

Actual cases being investigated by the Oregon Department of Consumer & Business Services include:

A 92 year old was sold a five-year term annuity that tied up his money and had large penalties for early withdrawal.

An agent misrepresented a product to an 80-year-old widow and convinced her to cash out her deceased husband's annuities, which could have been continued under her name. The agent received a large commission on a new product she purchased, and the widow lost earnings on the annuity.

An ill 77 year old had no access to his money, having been talked into purchasing a 5-year annuity. He died the same year.

A recently widowed 78 year old was induced to surrender her existing annuities worth \$706,419 and purchase eight new annuities, causing her a financial loss of approximately \$85,000.

An insurance agent was caught in a bank trying to cash out an 87 year old widow's CD in order to write a 10-year fixed annuity. The application paperwork the agent had was blank except for the widow's signature.

An agent sold a \$7000 life insurance policy to an 80-year-old widow with Alzheimer's.

An insurance agent put all the liquid assets of a couple aged 84 and 76 into an annuity, leaving them with only \$3500 while earning the agent a large commission.

An agent sold an annuity to an 83 year old who didn't understand the product. When money was needed, the family had to pay over \$93,000 in penalties for early withdrawal.

Fortunately, the Department was able to help most of these individuals in retrieving their losses, but the Division knows they are only seeing a small portion of the senior financial abuse that is occurring in Oregon.

Learn about your rights and the services that can help you. If you or a loved one think you have been a victim of unscrupulous behavior, contact the Department of Consumer & Business Services, Oregon Insurance Division, Consumer Advocacy Unit, 1-888-877-4984 or 503-947-7984 in Salem. Consumer advocates also help Oregonians with any of their insurance complaints.



OREGON SENIOR CITIZENS

Protect yourself against insurance or financial abuse

Seniors are often targets for deceptive sales practices or scams.

Plan to attend this free seminar presented by the State of Oregon, Department of Consumer and Business Services and learn how to:

- Recognize predatory marketing techniques used by insurance agents and security brokers
- Choose insurance and financial products suitable for you
- Avoid scams

Tualatin

Wednesday, 10/17/2007
Tualatin/Durham Senior Ctr.
18880 SW Martinazzi Ave
Tualatin, OR 97062
2:00 – 3:00 p.m.

Woodburn

Friday, October 19, 2007
Tukwila Center
693 Glatt Circle
Woodburn, OR 97071
2:00 – 3:00 p.m.

Eugene

Monday, 10/22/2007
Campbell Senior Center
155 High St
Eugene, OR 97041
9:00 – 10:00 a.m.

Portland

Tuesday, 10/23/2007
Terwilliger Plaza
2545 SW Terwilliger Blvd
Portland, OR 97201
2:00 – 3:00 p.m.

Corvallis

Thursday, 10/25/2007
Corvallis Senior Center
2601 Tyler Ave
Corvallis, OR 9733
2:00 – 3:00 p.m.

Beaverton

Tuesday, November 6, 2007
Employment Department
12901 SW Jenkins, Suite C
Beaverton, OR 97005
9:00 – 10:00 a.m.

Registration is encouraged. To register, call 503-947-7201
or e-mail Nameun.House@state.or.us

Questions? Please call 888-877-4894 (toll-free) or 503-947-7217 in Salem.

SAFE: Senior and Family Education on Insurance and Financial Issues
Sponsored by the State of Oregon, Department of Consumer and Business Services