



ELDER ABUSE & SCAMS

Stay vigilant against elder abuse and scams that target older adults. Educate yourself about the warning signs and empower yourself with the knowledge to protect against these threats.

WARNING SIGNS OF ABUSE

HIGH-PRESSURE TACTICS

- High-pressure sales pitches that demand immediate action
- Threats such as legal action or arrest
(Example: scammers posing as government officials threatening legal action or arrest if payment is not made immediately)
- Intimidation to scare the victim into compliance
(Example: false claims of medical emergencies involving a family member or loved one, requiring immediate financial assistance)
- Promises of unrealistic returns or prizes in exchange for money or personal information

REQUESTS FOR PERSONAL INFORMATION

- Unsolicited requests for Social Security numbers, bank account details, or passwords
- Phishing emails or phone calls pretending to be from legitimate companies or organizations asking for personal information

OFFERS THAT SOUND TOO GOOD TO BE TRUE

- Sweepstakes or lottery winnings that require payment of fees or taxes upfront
Investment opportunities promising guaranteed high returns with low risk

UNUSUAL PAYMENT METHODS

- Requests for payment via wire transfer, gift cards, or cryptocurrency.
These payment methods are difficult to trace and recover once sent

CONTACT

Task Force Against Senior Abuse
(602) 542-2124 • seniorabuse@azag.gov

PREVENT A SCAM

BE SKEPTICAL

Be cautious of unsolicited phone calls, emails, or messages requesting personal information or money. Don't trust offers that sound too good to be true.

THINK BEFORE YOU ACT

If it sounds too good to be true, it probably is! If someone claims to be from an organization or company, verify their identity before providing any information or making payments. Ask for contact information and research the organization independently.

GUARD PERSONAL INFORMATION

Never give out sensitive information such as Social Security numbers, bank account details, or passwords to unknown individuals. Be wary of sharing personal information online or over the phone.

REPORT ABUSE

For emergencies, **call 911** or local law enforcement

Report individual abuse cases to Adult Protective Services

877-SOS-ADULT/877-767-2385

Report a facility or provider to the Arizona Department of Health Services
(602) 542-1025

Report identity theft to the Federal Trade Commission at **identitytheft.org**

Area Agency on Aging 24-hour Helpline
(602) 264-HELP or **(602) 264-4357**

Report financial exploitation and vulnerable adult abuse to the Arizona Attorney General's Office

For non-emergency physical abuse:
(844) 894-4735 or **(602) 542-2124**

For financial exploitation:
(844) 894-4735 or **(602) 542-2124**



CONSUMER PROTECTION

Door-to-Door Solar Sales

Door-to-door sales may be a convenient method to purchase some products or services. However, you may be opening your home to a stranger who may use fraudulent or high-pressure tactics to sell you something you don't want or need.

RED FLAGS AND WARNING SIGNS

HIGH-PRESSURE SALES TACTICS

If a salesperson makes you feel uncomfortable in any way, do not engage with them any further. You do not need to permit strangers entry to your home.

INSISTING THAT YOU SIGN A CONTRACT THEN AND THERE

There is no "limited time" to enter into a legitimate contract. Take your time to do research and make the right decision.

PROMISES THAT YOU WILL RECEIVE A TAX CREDIT IF YOU DO NOT HAVE TAXABLE INCOME

If you do not pay income taxes, you may not qualify for a tax credit.

PROMISES THAT INSTALLING SOLAR WILL NOT COST YOU ANYTHING OR THAT YOU WILL REALIZE INSTANT SAVINGS

Solar panels cost money. Even if your monthly utility bill goes down, you still incur the cost of the solar panels and installation.

REPRESENTATIONS THAT THE SALESPERSON WORKS FOR OR WITH A UTILITY COMPANY

Most solar installation companies do not work for or with utilities. Always ask for credentials.

OFFERING TO CREATE AN EMAIL ACCOUNT FOR YOU OR SIGNING DOCUMENTS ON YOUR BEHALF

Never permit a company to create an email account for you or sign on your behalf.

QUESTIONS TO ASK

WHO DO YOU WORK FOR?
MAY I SEE YOUR IDENTIFICATION?

DO YOU WORK FOR
THE COMPANY THAT
WILL INSTALL THE
SOLAR PANELS?

MAY I HAVE A PRINTED
COPY OF THE CONTRACT?

HOW HAVE YOU CALCULATED
MY PROJECTED SAVINGS?
MAY I HAVE A PRINTED COPY
OF THAT PROJECTION?

MAY I HAVE A FEW DAYS TO
CONSIDER THIS OFFER?

DO YOUR RESEARCH

To make sure your solar installer is legitimate, read online reviews, visit the company's profile with the Better Business Bureau, and verify the company's licenses and credentials through the Registrar of Contractors.

CONTACT

consumerinfo@azag.gov • <https://www.azag.gov/complaints/consumer>



PROTECCIÓN AL CONSUMIDOR

Ventas Solares Puerta a Puerta

Las ventas puerta a puerta pueden ser un método conveniente para adquirir algunos productos o servicios. Sin embargo, es posible que esté abriendo su casa a un extraño que puede utilizar tácticas fraudulentas o de alta presión para venderle algo que no quiere o no necesita.

SEÑALES DE ADVERTENCIA

TÁCTICAS DE VENTAS DE ALTA PRESIÓN

Si un vendedor lo hace sentir incómodo de alguna manera, no interactúe más con él. No es necesario que permita la entrada de extraños a su casa.

INSISTIR EN QUE FIRME UN CONTRATO EN EL MOMENTO

No existe un “tiempo limitado” para celebrar un contrato legítimo. Tómese su tiempo para investigar y tomar la decisión correcta.

PROMESAS QUE RECIBIRÁS UN CRÉDITO TRIBUTARIO SI NO TIENE INGRESOS IMPONIBLES

Si no paga impuestos sobre la renta, es posible que no califique para un crédito fiscal.

PROMESAS QUE INSTALAR LAS VENTAS SOLARES NO LE COSTARÁ NADA O QUE LOGRARÁ AHORROS INSTANTÁNEOS

Los paneles solares cuestan dinero. Incluso si su factura mensual de servicios públicos baja, usted seguirá incurriendo en el costo de los paneles solares y la instalación.

DECLARACIONES DE QUE EL VENDEDOR TRABAJA PARA O CON UNA COMPAÑÍA DE SERVICIOS PÚBLICOS

La mayoría de las empresas de instalación de energía solar no trabajan para ni con las empresas de servicios públicos. Pide siempre por credenciales.

OFRECERSE CREAR UNA CUENTA DE CORREO ELECTRÓNICO PARA USTED O FIRMAR DOCUMENTOS EN SU NOMBRE

Nunca permita que una empresa cree una cuenta de correo electrónico para usted o firme en su nombre.

PREGUNTAS QUE HACER

¿PARA QUIÉN TRABAJAS? ¿PUEDO VER SU IDENTIFICACIÓN?

¿TRABAJAS PARA LA EMPRESA QUE INSTALARÁ LOS PANELES SOLARES?

¿PUEDO TENER UNA COPIA IMPRESA DEL CONTRATO?

¿CÓMO HAN CALCULADO MIS AHORROS PROYECTADOS?
¿PUEDO TENER UNA COPIA IMPRESA DE ESA PROYECCIÓN?

¿PUEDO TENER UNOS DÍAS PARA CONSIDERAR ESTA OFERTA?

HAZ TU INVESTIGACIÓN

Para asegurarse de que su instalador solar sea legítimo, lea reseñas en línea, visite el perfil de la empresa en Better Business Bureau y verifique las licencias y credenciales de la empresa a través del Registro de Contratistas

CONTACTO

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