California Department of Business Oversight

Supporting a fair and secure financial services marketplace for all Californians

2018

Katie Carruesco
Education and Outreach Specialist
ABOUT THE DEPARTMENT OF BUSINESS OVERSIGHT

The Department provides protection to consumers and services to businesses engaged in financial transactions.

- Banks
- Credit Unions
- California Finance Lenders
- California Residential Mortgage Lenders
- Deferred Deposit Transaction Originators (commonly known as payday loans)
- Investment Advisers
- Issuers of payment instruments and travelers checks
- Money Transmitters
- Premium Finance Companies
- Securities Brokers and Dealers
Maximize Statewide Outreach - Trainer Convenings

Partnerships

• Elected Officials, Federal, State, Local Gov’t Entities, Non-Profit Organizations

DBO Programs

• PYFF - SAIF
• PYFF - Military Edition
• MEO
PROTECT YOURSELF FROM FRAUD
AFFINITY FRAUD

Investment scams that prey upon members of identifiable groups, such as religious groups, ethnic communities, the elderly, or professional groups

Most common characteristics of Affinity Fraud

- Unique but vague investment
- Secrecy – confidentiality agreements
- Ponzi Schemes
Video

https://www.youtube.com/watch?v=9SQhisIZxtM
CHECK BEFORE YOU SIGN!

BEFORE you Invest: Use the 4-C Model:

1) CALL the Department first!
   1(866) 275-2677

2) Consider all your options

3) Compare the product to others

4) Consult with someone you trust
HOW SCAMMERS OBTAIN YOUR PERSONAL INFORMATION
INTERNET SAFETY

Limit Personal Information

Secure Network

2-Step Verification/Authorization

Change Passwords Regularly
PHISHING

[Diagram: A hacker using a fishing rod to steal personal data from a laptop.]
From: Bank of America <crvdgi@comcast.net>
Subject: Notification Irregular Activity
Date: September 23, 2014 3:44:42 PM PDT
To: Undisclosed recipients:;
Reply-To: crvdgi@comcast.net

Online Banking Alert
Would be capitalized

Dear member:

We detected unusual activity on your Bank of America debit card on 09/22/2014.
For your protection, please verify this activity so you can continue making debit card transactions without interruption.

Please sign in to your account at https://www.bankofamerica.com to review and verify your account activity. After verifying your debit card transactions we will take the necessary steps to protect your account from fraud.
If you do not contact us, certain limitations may be placed on your debit card.

Grammatical Error

© 2014 Bank of America Corporation. All rights reserved.
ONLINE ROMANCE SCAMS
SWEEPSTAKES / LOTTERY

ONLINE

TELEPHONE

POST

“You are an Instant winner!”
CHARITY SCAMS

Be wary of solicitations from unfamiliar charities

Common Charity Scams

- Religious
- Police or Firefighters
- Natural Disaster Relief Programs

Check and Verify

- You can use the charity navigator (http://www.charitynavigator.org) or the Attorney General’s website to verify a charity
ATM/DEBIT CARDS

PROTECT YOUR PIN

• 1234, SSN, Address, etc.
• Never carry written PIN/passwords
• Make PIN unique
• Beware of your surroundings/skimmers
HOW IT WORKS

1. Duplicate card reading device placed over existing one
2. Device reads your card while a pinhole camera records you entering PIN
3. Device removed and attached to a laptop to download card details
PGA TOUR Superstore Gift Card

This gift card is provided for your convenience and may be used at any PGA TOUR Superstore OR Martin's PGA TOUR Superstore. This is not a Debit or Credit card and it carries no implied warranties. No change will be given when using this card - any balance will remain on the card. When you make a purchase with this card, your receipt will show the balance remaining on the card.

To check the balance present the card to a cashier at any of our stores or visit us online at www.pgatoursuperstore.com.

Gift Card Number: 6032250007376346697

Access Code:
PHONE SAFETY

Never give personal information out over the phone.

Examples:

Medicare
Computer Help
IRS
Treasury Inspector General for Tax Administration
THE GRANDPARENT SCAM
<table>
<thead>
<tr>
<th>Category</th>
<th>Name</th>
<th>Date</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspected Spam</td>
<td>unknown</td>
<td>6/19/18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Erik Knudson (2) mobile</td>
<td>6/17/18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mom (2) iPhone</td>
<td>6/15/18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Antonia Villasenor mobile</td>
<td>6/15/18</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(213) 576-7596 Los Angeles, CA</td>
<td>6/15/18</td>
<td></td>
</tr>
<tr>
<td>Suspected Spam</td>
<td>Agoura Hills, CA</td>
<td>6/14/18</td>
<td></td>
</tr>
<tr>
<td>Telemarketer</td>
<td>Orlando, FL</td>
<td>6/13/18</td>
<td></td>
</tr>
<tr>
<td>Michelle Galinzski</td>
<td>phone</td>
<td>6/13/18</td>
<td></td>
</tr>
<tr>
<td>Joey Carruesco (2)</td>
<td>mobile</td>
<td>6/11/18</td>
<td></td>
</tr>
</tbody>
</table>
TRUST YOUR INSTINCTS!

REPORT, REPORT, REPORT!
CONTACT THE DBO