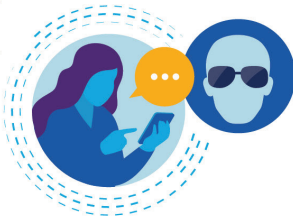


# SCAM SCENARIO: GRANDPARENT

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1▶

A grandmother receives an emergency call from an "attorney" who says her grandson is in jail and needs her to send him money for bail. The attorney asks that she wire \$9,000 to the "attorney," coded as "home repairs," to keep the matter confidential. He is adamant that she not tell anyone else in the family because her grandson wants to tell them himself.



2▶

The grandmother has her financial institution wire the money as the attorney instructed.

3▶

A short time later, the grandmother was so upset that she decides to contact her daughter to ask if the grandson was released from jail. Her daughter is alarmed because the grandson is fine, has not been in jail and was home all day.



## CLASSIFICATION: SCAM

AUTHORIZED  
PAYMENT

RELATIONSHIP  
AND TRUST

RELATIVE/FAMILY/  
FRIEND



The scams mitigation toolkit was developed by the Federal Reserve to help educate the industry about scams and outline potential ways to help detect and mitigate this fraud type. Insights for this toolkit were provided through interviews with industry experts, publicly available research, and team member expertise. This toolkit is not intended to result in any regulatory or reporting requirements, imply any liabilities for fraud loss, or confer any legal status, legal definitions, or legal rights or responsibilities. While use of this toolkit throughout the industry is encouraged, utilization of the toolkit is voluntary at the discretion of each individual entity. Absent written consent, this toolkit may not be used in a manner that suggests the Federal Reserve endorses a third-party product or service.