

Spot Grandparent Scam Phone Calls — Checklist

A call demands secrecy, money, and speed — it's a scam. Slow it down. Call back on a known number. Use the password.

Date completed: _____

Re-run this quarterly. Each pass takes about 12 minutes.

Beginner — do these in order

- 1. Pick a 3-word family password tonight; share with every adult relative**
- 2. Print the reference card**
Tape it to the wall next to every phone.
- 3. Save the real number of every grandchild in the older adult's contacts**
- 4. Practice the password once a month so the muscle memory holds**
- 5. Set up Silence Unknown Callers or Call Screen on the older adult's phone**
- 6. Talk to the bank about trusted-contact alerts on large transfers**
- 7. Report any scam calls received to the FTC and FBI IC3**
- 8. Re-do this whole process annually**
The scams evolve; your defenses should too.

Advanced — if you want to go further

- Set up call screening
- Use a designated 'family emergency' phone tree
- Add a financial 'cooling off' rule
- Subscribe to a scam-alert service
- Practice the scam with the family
- Lock down the older adult's social media