

# Resources for Senior Citizens

## *Consumer Protection for Seniors*

<http://www.usa.gov/Topics/Seniors/Consumer.shtml>

## **AARP**

AARP

601 E St. NW

Washington, DC 20049

Website: [www.aarp.com](http://www.aarp.com)

Email: [member@aarp.org](mailto:member@aarp.org)

Toll-Free nationwide: 888-OUR-AARP (888-687-2277)

Toll-Free TTY: 877-434-7589

Toll-Free Spanish: 877-MAS-DE50 (877-627-3350)

## **FEDERAL TRADE COMMISSION (FTC)**

The FTC provides free information to help you spot and prevent fraudulent, deceptive and unfair business practices. The FTC accepts and tracks individual complaints, but does not provide direct assistance to individuals.

Federal Trade Commission

600 Pennsylvania Avenue, NW

Washington, DC 20580

Phone: (877) 382-4357

Website: [www.ftc.gov](http://www.ftc.gov)

File a complaint: [https://www.ftccomplaintassistant.gov/FTC\\_Wizard.aspx?Lang=en](https://www.ftccomplaintassistant.gov/FTC_Wizard.aspx?Lang=en)

## **MASSACHUSETTS DO NOT CALL LIST**

[Massachusetts "Do Not Call" Registry](#)

To register for the Massachusetts Do Not Call list, you may call **1-866-231-2255** or go directly to the [Do Not Call Registry website](#).

### **NATIONAL DO NOT CALL LIST**

In addition to Massachusetts' Do Not Call list, there is a national "Do Not Call" registry, enacted by the Federal Trade Commission (FTC). The National Do Not Call Registry allows you to block telemarketing calls. You can call or visit the website to add your landline and cell numbers. Your registration will be effective for five years.

To be added to the FTC's Do Not Call list, you can register online at [WWW.DONOTCALL.GOV](http://WWW.DONOTCALL.GOV) or call toll-free, 1-888-382-1222 (TTY 1-866-290-4236) from the number you wish to register. Registration is free. It is illegal for any third party to contact you offering to add your name to the list for a fee, and the FTC has stated that it will not contact people on the Do Not Call list to verify personal information. If you receive a call from somebody claiming that they can "pre-register" you for the list, or asking to verify personal information in connection to the list, report it to the FTC at [www.ftc.gov](http://www.ftc.gov) or 1-877-FTC-HELP, or call the Massachusetts Attorney General (AGO). You may [file a complaint online](#) with the AGO's Public Inquiry & Assistance Center (PIAC), or contact the PIAC hotline at (617) 727-8400.

### **NATIONAL FRAUD INFORMATION CENTER**

A project of the National Consumer League, the National Fraud Information Center has tips and articles to help you recognize fraud and an online form to file a complaint.

#### **National Fraud Information Center**

P.O. Box 65868

Washington, DC 20035

Phone: (800) 876-7060

Website: <http://www.fraud.org/elderfraud>

### **BETTER BUSINESS BUREAU (BBB)**

Visit the BBB site to find your local BBB agency, read its extensive scams listings and check out charities before you give.

#### **BBB of Central New England**

Website: <http://central-westernma.bbb.org>

Email: [info@cne.bbb.org](mailto:info@cne.bbb.org)

Phone: (508)755-2548

Fax: (508)754-4158

340 Main Street, Suite 802

Worcester MA 01608

BBB of Eastern MA, ME, RI & VT

Website: <http://boston.bbb.org>

Email: [info@boston.bbb.org](mailto:info@boston.bbb.org)

Phone: (508)652-4800

Fax: (508)652-4833

290 Donald Lynch Boulevard, Suite 102

Marlborough MA 01752-4705

**U.S. ADMINISTRATION ON AGING (AoA)**

The U.S. Administration on Aging is the federal agency that advocates for older persons.

**Administration on Aging (AoA)**

Washington, DC 20001

Office of the Assistant Secretary for Aging: (202) 404-4634

Eldercare Locator (to find local resources): (800) 677-1116

AoA's Regional Offices

Email: [aoainfo@aoa.hhs.gov](mailto:aoainfo@aoa.hhs.gov)

Website: [www.aoa.gov](http://www.aoa.gov)

**NATIONAL CENTER ON ELDER ABUSE**

The U.S. Administration on Aging funds this gateway site to resources on elder abuse, neglect and exploitation.

How to contact NCEA:

Send an inquiry through our online form

Email: [ncea-info@aoa.hhs.gov](mailto:ncea-info@aoa.hhs.gov)

Phone: (302) 831-3525

Fax: (302) 831-4225

**National Center on Elder Abuse (NCEA)**

c/o Center for Community Research and Services

University of Delaware

297 Graham Hall

Newark, DE 19716

Website: [http://www.ncea.aoa.gov/ncearoot/Main\\_Site/index.aspx](http://www.ncea.aoa.gov/ncearoot/Main_Site/index.aspx)

**NCEA State Resources (for Massachusetts residents)**

[http://www.ncea.aoa.gov/NCEAroot/Main\\_Site/Find\\_Help/State\\_Resources\\_Directory.aspx?state\\_id=ma](http://www.ncea.aoa.gov/NCEAroot/Main_Site/Find_Help/State_Resources_Directory.aspx?state_id=ma)

To report suspected elder abuse, neglect or exploitation in Massachusetts, call:  
(800) 922-2275.

**SECURITIES AND EXCHANGE COMMISSION (SEC)**

You can file a complaint or provide tips on potential securities law violations using the SEC website at [www.sec.gov](http://www.sec.gov).

If you receive unsolicited emails on investments, forward them to the SEC at [enforcement@sec.gov](mailto:enforcement@sec.gov).

**SEC Headquarters**

100 F Street, NE  
Washington, DC 20549

**SEC Complaint Center**

450 Fifth St. NW  
Washington D.C. 20549

**Boston Regional Office** (*state jurisdiction: MA, ME, CT, ME, NH, VT & RI*)

David Bergers  
Regional Director  
33 Arch Street, 23rd Floor  
Boston, MA 02110-1424  
Phone: (617) 573-8900  
Email: [boston@sec.gov](mailto:boston@sec.gov)

**Get off scammers' lists.**

Consumers can notify the national consumer credit reporting companies online to remove their names from the lists that they sell to companies for pre-approved offers of credit and insurance. By filling out one form online, you can then direct the consumer credit reporting companies to stop selling your name and that you wish to opt-out these programs.

Website: [www.optoutprescreen.com](http://www.optoutprescreen.com)

Phone: (888) 567-8688

Another way to further reduce direct mail and phone solicitations is to contact the Direct Marketing Association (DMA). The DMA is the oldest and largest trade organization for the direct marketing industry. More information for consumers is available at:

[www.DMAchoice.org](http://www.DMAchoice.org)