



WHAT YOU NEED TO KNOW ABOUT THE GRANDPARENT SCAM...

According to the Federal Trade Commission, the agency received more than 400,000 complaints in 2016 from consumers reporting they were victims of impersonation scams. One of the most common is called the "Grandparent Scam," which uses impersonation tactics to deliberately target and exploit older Americans.

To commit this crime, fraudsters call claiming to be a family member in serious trouble and in need of money immediately. The scammer might say he is stranded or has been mugged and call in the middle of the night to add to the urgency and confusion. Once the money is sent, the victim later finds out that it wasn't their grandchild they were helping, it was a criminal.

Before you make a move that might cost you thousands, it's extremely important that you confirm who you're actually speaking with before you act, because chances are it's not your grandson Johnny you're on the phone with, it's a scammer.

Here are four tips to help seniors avoid being victims of the grandparent scam:

- **Confirm the caller.** Fraudsters are using social networking sites to gain the personal information of friends and relatives to carry out their crimes. Verify the caller by calling them back on a known number or consult a trusted family member before acting on any request, even though they asked you not to tell their parents.
- **Don't be afraid to ask questions.** Fraudsters want to execute their crimes quickly. In this type of scam, they count on fear and your concern for your loved one to make you act before you think. The more questions you ask the more inclined they will be to ditch the scam if they suspect you're on to them.
- **Never give personal information to anyone over the phone** unless you initiated the call and the other party is trusted.
- **Never rush into a financial decision and trust your instincts.** Don't be fooled—if something doesn't feel right, it may not be right. Feel free to say no and get more information before you send money to someone.

The Consumer Financial Protection Bureau reports that elder financial exploitation is the most popular form of abuse perpetuated against older Americans, with annual losses ranging from \$2.9 billion to \$36.48 billion.

Free Shred Day
 Date: Saturday, September 23rd
 Time: 9:00am—11:00am
 Location: Bank of Hays parking lot



The Road to Financial Responsibility: Pointers for Parents at Every Stage

Pre-school through 2nd grade:

- * Ask relatives to contribute to a college fund instead of giving toys.
- * Start saving early by opening a college savings account or exploring 529 college savings plan options.

3rd through 5th grade:

- * Take your kids to the bank to gain an understanding of depositing money and making basic transactions.
- * Use allowance to teach kids about saving and spending money early on.
- * Create a saving jar, spending jar, sharing jar and investing jar to show the different ways that money can be organized and used.

6th through 8th grade:

- * Help your kids find simple jobs, such as babysitting or car washing, to start earning and saving money.
- * Include your children when planning finances that involve them so they can learn how to make sound financial decisions.
- * Take your kids to the grocery store. Have them help make decisions about what to buy based on your budget.

9th through 10th grade:

- * When starting a first job, help your child create a savings and spending plan so they learn smart strategies for using their money in the future.
- * Research scholarships and other college funding resources now to cover the rising costs.
- * There are a lot of expenses when your child goes off to school. Set a goal and start saving together for housing, travel and other costs.

11th through 12th grade:

- * Talk to your teen about credit and avoiding identity theft. They should understand the implications of accumulating debt and aim to pay off their monthly balance in full.
- * Help your teen learn about scholarships, investments and funding plans now so they're better prepared to make decisions on what college, trade school or university to attend.
- * Ask relatives and friends to contribute to a savings fund as a graduation gift.



Want to hear the story of how Bank of Hays all started?
 Visit www.bankofhays.com and click on "Our Story" at the top of the page!



Beware New "Can You Hear Me?" Scam

It's not a Verizon commercial; If you receive a phone call from someone asking "can you hear me," hang up. You're a potential victim in the latest scam circulating around the U.S.

Virginia police are now warning about the scheme, which also sparked warnings by Pennsylvania authorities late last year. The "can you hear me" con is actually a variation on earlier scams aimed at getting the victim to say the word "yes" in a phone conversation. That affirmative response is recorded by the fraudster and used to authorize unwanted charges on a phone or utility bill or on a stolen credit card.

"You say 'yes,' it gets recorded and they say that you have agreed to something," said Susan Grant, director of consumer protection for the Consumer Federation of America. "I know that people think it's impolite to hang up, but it's a good strategy."

But how can you get charged if you don't provide a payment method? The con artist already has your phone number, and many phone providers pass through third-party charges.

In addition, the criminal may have already collected some of your personal information -- a credit card number or cable bill, perhaps -- as the result of a data breach. When the victim disputes the charge, the crook can then counter that he or she has your assent on a recorded line.

What can you do? If you suspect you have already been victimized, check your credit card, phone and cable statements carefully for any unfamiliar charges. Call the billing company -- whether your credit card company or your phone provider -- and dispute anything that you didn't authorize on purpose. If they say you have been recorded approving the charge and you have no recollection of that, ask for proof.

If you need help disputing an unauthorized credit card charge, contact the Federal Trade Commission. If the charge hit your phone bill, the Federal Communications Commission regulates phone bill "cramming."

If you have not yet been victimized, the best way to avoid telemarketing calls from con artists is to sign up for a free blocking service, such as [Nomorobo](#), or simply let calls from unfamiliar numbers go to your answering machine. Scammers rarely leave a message.



Provide Feedback for Your Chance to Win \$25!



Bank of Hays wants to know if YOU read the newsletter. Please fill out the survey for a chance to win \$25. Once completed, drop it off at Bank of Hays or mail to:

Bank of Hays
1000 W 27th St
Hays, KS 67601

Do you read the semi-annual newsletter?

Yes No

Why?: _____

Would you read it if we included it on our Website/Digital only?

Yes No

Why?: _____

Is the information timely and valuable?

Yes No

Why?: _____

Name: _____ Phone #: _____

** Return by 10/15/17 to be entered into drawing.

Holiday Skip-A-Payment

We understand money gets tight around the holiday season. That's why we are giving you the option to defer your November or December 2017 loan payment until the end of your loan!*

This program lets you skip your November or December payment on your qualifying loan(s) by paying just the interest that is due. Our Skip-A-Payment program is a great way to get extra cash without having to take out a new loan. Call or stop by for complete details, or to sign up for our Holiday Skip-A-Payment program.

*Not valid on Commercial, Real Estate or Lines of Credit. Customer must be current on all loan payments. Eligibility based on applicant credit and other factors. Interest must be paid before deferral. Finance charges will continue to accrue during the deferral period.

Bank of Hays
1000 W 27th St
Hays, KS 67601
Phone: (785) 621-2265
Fax: (785) 621-2471
Website: www.bankofhays.com

Hanston State Bank
102 N Logan St
Hanston, KS 67849
Phone: (620) 623-4811
Fax: (620) 623-2727
Website: www.hanstonstatebank.com

Bank of Lewis
217 S Main St
Lewis, KS 67752
Phone: (620) 324-5794
Fax: (620) 324-5797
Website: www.bankofhays.com

Farmers' State Bank of Jetmore
601 Main St
Jetmore, KS 67854
Phone: (620) 357-8324
Fax: (620) 357-6398
Website: www.fsbjetmore.com