For help, contact the County Veterans Service Office:
San Francisco: (415)934-4200
Nationally: (800)807-5799

For more information, call the Institute on Aging’s Elder Abuse Prevention Program at (415) 750-4187 or California Advocates for Nursing Home Reform (CANHR) at http://www.canhr.org/

Veterans Aid and Attendance Benefit—Pension Poaching

How it should work:
- Client becomes aware of benefits
- Contacts and works directly with Veterans Affairs or County Veterans Service Office (CVSO) to review qualifications
- CVSO assists with filling in all forms and application submission
- VA approves benefit
- Veteran receives benefit

The scam:
- Scammer does direct mail, phone calls, or seminars for veterans
- Client is interested in benefits
- Scammer establishes credibility
- Scammer has veteran reallocate assets to prepare for application
- Client is assisted with application process
- VA may approve benefit
- Veteran receives benefit
- Veteran cannot access the reallocated assets
- VA Audit
- Veteran ineligible for other government benefits

What to watch out for:
- “Non Profit Volunteer”
- “VA Attorney”
- Sales representatives at Senior Centers & Assisted Living Facilities
- Irrevocable trusts
- Deferred or Immediate Annuity
- Gifting
- Scammers move on to their next victims
- Incident occurs money is needed
- Suspicious transactions uncovered
- Interferes with other government benefits

Report scammers and file complaints to:
- San Francisco Adult Protective Services: (415) 355-6700
- San Francisco Ombudsman: (415) 751-9788
- California Department of Insurance (CDI): (800) 927-4357; http://www.insurance.ca.gov/01-consumers/101-help/
- CA Attorney General’s Office (AG): https://oag.ca.gov/consumers