Protect Yourself from Investment Fraud

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3. **Talk to someone first:** Even if the seller and the investment are registered, it’s always a good idea to discuss these sorts of decisions with family or a trusted financial professional.

Learn more at SaveAndInvest.org

SaveAndInvest.org is a free service from the financial authorities at the FINRA Investor Education Foundation—helping protect you from investment fraud and providing information to help you confidently handle your finances.
If a Problem Occurs

If you believe you have been defrauded or treated unfairly—or if you suspect that someone you know has been taken in by a scam—be sure to send a written complaint to a securities regulator.

Here’s where you can turn for help:

• FINRA Complaints & Tips
  9509 Key West Avenue
  Rockville, MD 20850
  Fax: (866) 397-3290
  www.finra.org/complaint
  www.finra.org/fileatip

• SEC Office of Investor Education and Advocacy
  100 F Street, NE
  Washington, DC 20549-0213
  Phone: (800) SEC-0330
  Fax: (202) 772-9295
  www.sec.gov/complaint.shtml

• Michigan Office of Financial and Insurance Regulation
  Securities Section
  116 W. Ottawa St.
  Lansing, MI 48933
  Toll Free: (877) 999-6442
  www.michigan.gov/ofir

For problems in other states:

• State Securities Regulator
  North American Securities Administrators Association
  Phone: (202) 737-0900
  www.nasaa.org

Resources

Before you invest, ask and check. Visit or call:

  SaveAndInvest.org
  (888) 295-7422

Or use these other helpful resources for more information about:

A Broker or Firm:
  FINRA BrokerCheck
  www.finra.org/brokercheck
  (800) 289-9999

An Investment Adviser:
  SEC Investment Adviser
  Public Disclosure Database
  www.adviserinfo.sec.gov

A Michigan Broker-dealer, Investment Adviser or Investment:
  Michigan Office of Financial and Insurance Regulation
  Securities Section
  www.michigan.gov/ofir
  Toll Free: (877) 999-6442

An Insurance Agent:
  Michigan Office of Financial and Insurance Regulation
  Insurance Section
  www.michigan.gov/ofir
  Toll Free: (877) 999-6442

State Insurance Commission
  National Association of Insurance Commissioners
  www.naic.org

An Investment:
  SEC’s EDGAR Database
  www.sec.gov/edgar.shtml
The Face of Investment Fraud

Recent research has shattered the stereotype of investment fraud victims as isolated, frail and gullible. Do you know anyone who meets the following description?

- Self-reliant when it comes to making decisions
- Optimistic
- Above-average financial knowledge
- Above-average income
- College-educated
- Experienced a recent health or financial setback
- Open to listening to new ideas or sales pitches

If so, you know someone who fits the profile of an investment fraudster’s prime target.
The Psychology of a Scam

We’ve all heard the timeless admonition, “If it sounds too good to be true, it probably is”—great advice, but the trick is figuring out when “good” becomes “too good.” There’s no bright line. Investment fraudsters make their living by making sure the deals they tout appear both good and true.

They’re masters of persuasion, tailoring their pitches to match the psychological profiles of their targets. They look for your Achilles’ heel by asking seemingly benign questions—about your health, family, political views, hobbies or prior employers. Once they know which buttons to push, they’ll bombard you with a flurry of influence tactics, which can leave even the savviest person in a haze.

The truth is, we’re all at risk. Anyone with any money is bound to hear from a fraudster at some point. But you can help protect your family and friends by recognizing how investment fraudsters operate and by reporting suspicious sales pitches and actual scams.
Common tactics include:

- **The “Phantom Riches” Tactic** — dangling the prospect of wealth, enticing you with something you want but can’t have. “These gas wells are guaranteed to produce $6,800 a month in income.”

- **The “Source Credibility” Tactic** — trying to build credibility by claiming to be with a reputable firm, or to have a special credential or experience. “Believe me, as a senior vice president of XYZ Firm, I would never sell an investment that doesn’t produce.”

- **The “Social Consensus” Tactic** — leading you to believe that other savvy investors have already invested. “This is how ___ got his start. I know it’s a lot of money, but I’m in—and so is my mom and half of her church—and it’s worth every dime.”

- **The “Reciprocity” Tactic** — offering to do a small favor for you in return for a big favor. “I’ll give you a break on my commission if you buy now—half off.”

- **The “Scarcity” Tactic** — creating a false sense of urgency by claiming limited supply. “There are only two units left, so I’d sign today if I were you.”
Investment Fraud

Protect Yourself

If these tactics look familiar, it’s because legitimate marketers use them, too. But one key difference is that real deals will still be there tomorrow. So always take the time to stop and think before making a decision.

Here are three key strategies you—or anyone you know who fits the profile of a potential fraud target—can use to help distinguish good offers from bad ones:

1. **End the conversation**
   Practice saying “No.” Simply tell the person, “I am sorry, I am not interested. Thank you.” Or tell anyone who pressures you, “I never make investing decisions without first consulting my _____. I will contact you if I am still interested.” Fill in the blank with whomever you choose—your spouse, child, investment professional, attorney or accountant. Knowing your exit strategy in advance makes it easier to leave the conversation, even if the pressure starts rising.

2. **Turn the tables and ask questions**
   A legitimate investment professional must be properly licensed, and his or her firm must be registered with the Financial Industry Regulatory Authority (FINRA), the Securities and Exchange Commission (SEC) or a state securities regulator—depending on the type of business the firm conducts.
In addition, with very few exceptions, companies must register their securities with the SEC before they can sell shares to the public. So, before you give out information about yourself:

**Ask:**

- Are you and your firm registered with FINRA?
- Are you registered with the SEC?
- Are you registered with a state securities regulator? Which one(s)?
- Is this investment registered with the SEC or my state securities regulator?

**Check:**

Verify the answers by checking the seller’s background. Visit [SaveAndInvest.org](http://SaveAndInvest.org) or call (888) 295-7422.

Or use these other helpful resources for more information about:

- **A broker or firm:**
  [FINRA BrokerCheck](http://www.finra.org/brokercheck)
  (800) 289-9999

- **An investment adviser:**
  [SEC Investment Adviser Public Disclosure Database](http://www.adviserinfo.sec.gov)

- **Any investment seller:**
  [North American Securities Administrators Association](http://www.nasaa.org)

- **An insurance agent:**
  [State Insurance Commission](http://www.naic.org)
Check: (continued)

Check out the investment and confirm what the salesperson tells you using the SEC’s EDGAR database of company filings:

For investments:
SEC’s EDGAR Database
www.sec.gov/edgar.shtml

Also, call your state securities regulator to find out what they know about the company.

See the tear-off “Resources” panel for more information.

3 Talk to someone first

Be extremely skeptical if the person promoting the deal says, “Don’t tell anyone else about this special deal!” A legitimate investment professional won’t ask you to keep secrets.

Even if the seller and the investment are registered, it’s always a good idea to discuss these sorts of decisions with family or a trusted financial professional.
Take Your Name Off Solicitation Lists

One easy step you can take to reduce the number of sales pitches you receive is to take your name off of telemarketing and junk mail lists. Businesses that advertise or market their products and services directly to consumers typically purchase or compile their own lists of potential customers.

The answer to “how did they get my name?” is fairly simple: local phone listings, public real estate records, tax assessments on personal property, donations to political or charitable organizations, club rosters, alumni listings and a host of other sources. Online advertisers use “cookies,” which are small data files that track information about you, such as your Web browsing patterns and items you’ve put into online shopping carts.

Here’s how to cut the clutter:

- **Telemarketing Calls**
  - [www.donotcall.gov](http://www.donotcall.gov) or call toll-free (888) 382-1222

- **Direct Mail and Email Offers**
  - [www.dmachoice.org](http://www.dmachoice.org)

- **Credit Card Offers**
  - [www.optoutprescreen.com](http://www.optoutprescreen.com) or call toll-free (888) 567-8688

- **Online Cookie Collecting**
  - [www.networkadvertising.org](http://www.networkadvertising.org)

Most legitimate businesses—including securities firms—will honor your request. So, if you receive a solicitation after taking the steps above, you should be all the more skeptical of the offer.
Who We Are

FINRA, the Financial Industry Regulatory Authority, is the largest non-governmental regulator for all securities firms doing business with the U.S. public. The FINRA Investor Education Foundation is the largest foundation in the U.S. dedicated to investor education.

The Foundation’s mission is to provide investors with high-quality, easily accessible information and tools to better understand the markets and the basic principles of saving and investing.

The U.S. Securities and Exchange Commission’s Office of Investor Education and Advocacy has reviewed this publication. The SEC does not endorse any particular investment product, service, profession, professional or brokerage firm.
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  Fax: (202) 772-9295
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- **NC Department of the Secretary of State Securities Division**
  PO Box 29622
  Raleigh, NC 27626-0622
  Phone: (800) 688-4507 or (919) 733-3924
  Fax: (919) 821-0818
  Email: secdiv@sosnc.com
  www.sosnc.com

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- **A North Carolina Broker-Dealer, Investment Adviser or Investment:**
  Securities Division of the NC Department of the Secretary of State
  www.sosnc.com
  Phone: (800) 688-4507 or (919) 733-3924

- **A North Carolina Insurance Agent:**
  NC Department of Insurance
  www.ncdoi.com
  Phone: (800) 546-5664

- **An Insurance Agent Outside North Carolina:**
  National Association of Insurance Commissioners
  www.naic.org
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