

OFFICE OF THE NEVADA ATTORNEY GENERAL

Bureau of Consumer Protection

Mark J. Krueger
Chief Deputy Attorney General



Samantha Feeley
Deputy Attorney General

Nevada Silver Haired Legislative Forum

Overview

- Bureau of Consumer Protection
- Statistics
- Scams and Schemes
- Education and Awareness
- Investigation and Prosecution
- Consumer Complaints



Overview of Consumer Protection

- The Bureau of Consumer Protection (“BCP”) is a statutorily created division within the Office of the Nevada Attorney General
- The BCP enforces laws that seek to ensure Nevada consumers and businesses have a fair, honest, and competitive marketplace in which to work, invest, and obtain goods and services



Consumer Protection Laws

- **Deceptive Trade Practices**
 - Protect Nevada consumers and businesses from deceptive and misleading conduct that occurs in the course of business transactions
- **Unfair Trade Practices (Antitrust)**
 - Protect Nevada consumers and businesses from unfair business practices that threaten fair competition
- **Public Utilities**
 - Represent the interests of the ratepayers before the Public Utilities Commission



FTC Statistics (Year 2022)

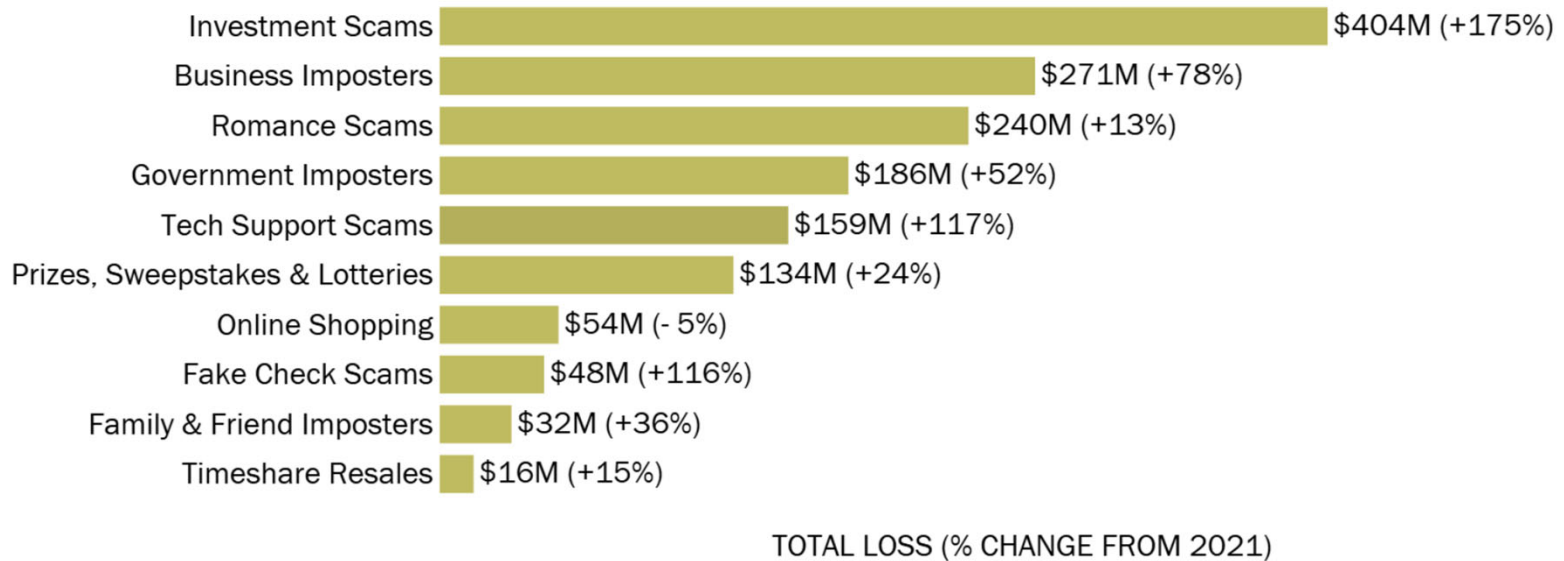
- Older adults (ages 60 and over) were still less likely than younger adults (ages 18-59) to report losing money to fraud
- Older adults continued to report higher individual median dollar losses than younger adults
- Losses to investment scams continued to soar, becoming the top fraud type based on aggregate reported losses by older adults generally
- Reported median individual losses continued to be highest for frauds that started with a phone call
- Aggregate losses reported by older adults were highest on bank transfers or payments, followed by cryptocurrency, credit cards, and gift cards
- The FTC estimates the overall cost of fraud to older adults to be \$5.9 billion or \$48.4 billion (conservative due to underreporting)



FTC Statistics

FIGURE 4: 2022 TOP FRAUD TYPES BY TOTAL DOLLARS LOST (AGES 60 AND OVER)

Reports suggest that some fraud types are far more costly in aggregate than others, and losses to a number of fraud types soared from 2021 to 2022.



Percent change from 2021 is shown in parentheses. Reports categorized as unspecified and reports provided by IC3 are excluded.



FTC Consumer Sentinel Network

Nevada - Year 2023

Fraud & Other Reports

3rd

State Rank
(Reports per 100K Population)

46,840

Total Fraud & Other Reports

Fraud Losses

\$113.6M

Total Fraud Losses

\$649

Median Fraud Losses



Types of Scams and Schemes

- There are many types of scams and schemes
- All are designed to steal personal information and money
- Many use a sense of urgency to perpetrate the fraud



Some Examples of Scams and Schemes

- AI based (relationship)
- Gift card
- Romance
- Cryptocurrency (Pig Butchering)
- Imposter
- Residential Rooftop Solar sales



Education and Awareness

- The best tools for avoiding scams and schemes to learn how to identify them in the first place
- The BCP strives to provide information and tips to avoid scams and schemes through:
 - Presentations and speaking engagements
 - Online information and tips
 - Print media
 - News interviews
 - Community outreach



Investigation and Prosecution

- AB 373 (2023)
 - Through efforts of the Nevada Silver Haired Legislative Forum
 - Efforts of Assemblywoman Gorelow
- AB 373 increased penalties for violations of the Nevada Deceptive Trade Practices Act against older persons, including:
 - Civil fines of \$25,000 per violation



Investigation and Prosecution

- Attorney General through the BCP:
 - Investigates and prosecutes violations of law
 - Has civil and criminal authority
 - Has assisted many older adults
 - Has helped recover thousands of dollars for older adults



Filing Complaints

Collecting complaints and information from consumers is one of the most effective methods the Office of the Nevada Attorney General has to determine whether a business is engaging in deceptive trade practices.



Filing Complaints

- Important to file complaints.
- File complaint with the Attorney General's Office at:
 - https://ag.nv.gov/Complaints/File_Complaint/
- File complaint with the FTC at:
 - <https://reportfraud.ftc.gov/#/>



QUESTIONS

THANK YOU

