

Dated Public Resources: Immediate & Federal

Public routes checked 2026-09-10. Confirm the official route before use.

RESOURCE	CURRENT ROUTE	PURPOSE / LIMIT
Emergency services	911 or appropriate local emergency service	Immediate physical danger, suspected scam courier at the home or on the way, or credible threat; not every scam contact is a 911 matter
FTC ReportFraud	https://reportfraud.ftc.gov/	General consumer-fraud reporting; not individual account resolution
IdentityTheft.gov	https://www.identitytheft.gov/	Identity-theft report and tailored recovery plan; match actions to exposure
FBI Internet Crime Complaint Center	https://www.ic3.gov/	Internet-enabled crime complaint; no status or outcome guarantee
CFPB financial-product complaints	https://www.consumerfinance.gov/complaint/	Scam routing and complaints about covered financial products; contact the affected provider promptly. A complaint does not guarantee repayment or extend deadlines.

PROVIDER FIRST WHEN MONEY OR ACCESS MAY BE AT RISK

Use the number on a card or statement, an official app opened independently, or another route your family already verified.

Dated Public Resources: Support & Local

National routes checked 2026-09-10. State and local eligibility and process vary.

RESOURCE	CURRENT ROUTE	PURPOSE / LIMIT
National Elder Fraud Hotline	833-372-8311 Mon–Fri, 10 a.m.–6 p.m. ET	Federal support and referral for adults age 60+ affected by financial fraud; not emergency services
Eldercare Locator	800-677-1116 https://eldercare.acl.gov/	Find local aging-network resources; availability varies
Adult Protective Services	Use current official state/territory route or national locator	Possible abuse/exploitation where facts and local eligibility fit; age or disagreement alone is not enough
Social Security scam information	https://www.ssa.gov/scam/ https://oig.ssa.gov/report/	SSA scam information and OIG reporting; verify current route independently
Local police / state attorney general	Use the current official local or state route	Use as facts, jurisdiction, danger, and documentation needs warrant; no universal order

SUPPORT IS NOT A PROMISE

A hotline, agency, or support resource cannot guarantee investigation, resolution, reimbursement, or recovery.

Dated Public Resources: Financial & Platform

Public routes checked 2026-09-10. Verify provider and platform details separately.

RESOURCE	CURRENT ROUTE	PURPOSE / LIMIT
SEC / Investor.gov help	https://www.investor.gov/contact-us 800-732-0330	Investor help and complaint information; contact actual firm first when money or access is at risk
FINRA BrokerCheck	https://brokercheck.finra.org/	Check broker/firm records; a genuine record does not verify the messenger
AnnualCreditReport	https://www.annualcreditreport.com/	Authorized free credit-report route; availability/frequency may change
FTC credit freeze / fraud alert	https://consumer.ftc.gov/articles/credit-freezes-and-fraud-alerts	Explains new-credit protections; does not secure existing accounts
Affected provider	Card/statement number, official app, prior verified correspondence, or family directory	First operational route for affected accounts, transactions, carrier, platform, or device
Official platform support	Official Apple, Google, Microsoft, Meta, carrier, bank, or brokerage support page reached independently	Use for current menus, features, recovery, and provider procedures; never use a contact-supplied link

Version and Refresh Notice

Version 1.3.4 | 2026. Public resource routes checked 2026-09-10; verify current provider and local instructions before use.

WHAT THIS VERSION IS

Printable family plans, cards, checklists, and response tools for Scams Change. The Rule Doesn't. Use the full toolkit as a reference and print the pages your family needs.

Book and toolkit contact

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Questions about the book, a missing file, or a broken link are welcome.

This inbox is not an emergency response service. If money or access is at risk, use the response steps and contact the affected provider through a known route.

Keep your family's completed worksheets and incident records private.

Do not email passwords, verification codes, account numbers, or other sensitive details.

When replacing a toolkit copy

- Mark the old routine copy SUPERSEDED.
- Keep incident/provider records separate.
- Update the last-verified date.
- Do not destroy records that may still be needed.

NO GUARANTEE

The toolkit cannot guarantee that a scam is recognized, prevented, stopped, reversed, reimbursed, investigated, prosecuted, or recovered. It is designed to create time, known routes, and prepared support.

Scams Change. The Rule Doesn't.: Companion Toolkit | Version 1.3.4 | 2026