THE IMPOSTORS: STEALING MONEY, DAMAGING LIVES
AN AARP SURVEY OF CONNECTICUT ADULTS 18+

February 2020
# Table of Contents

Introduction 3
Key Findings 4
Fraud Safety Quiz Findings and Concern about Fraud Victimization 7
Impostor Scams (Overall) 10
Personal Relationship Scams: Online Romance Scams and Grandparent Scams 14
Government Impostor Scams (including Census Scams) 21
Implications 26
Appendix 28
Contact 32
**Introduction**

Impostor scammers are con-artists who deceptively masquerade as someone you know or are likely to trust (e.g., a friend or family member or a representative from a government agency or well-known business) in order to convince or coerce you into sending them money or giving them your personal information. Impostor scammers often use techniques that are anonymous, quick, and irretrievable.

Impostor scams are on the rise. According to the Federal Trade Commission’s (FTC) Consumer Sentinel Network Databook 2019¹, 5,888 consumers reported an impostor scam to the FTC in 2019, making impostor scams the number one reported category in the state.

Overall, Connecticut consumers lost a median of $277 to fraud, with a total loss of $13.8 million in 2019.

To better understand Connecticut consumers’ experiences with impostor scams (specifically, online romance scams, grandparent scams, government impostor scams, and Census scams—a subset of government impostor scams), AARP commissioned this survey of 629 Connecticut adults ages 18 and older. This survey has a margin of error of ±4.74 percent. Additionally, this survey was conducted nationally and in four other states: Oklahoma, Pennsylvania, Vermont, and Washington. This Connecticut report, the four other state reports, and their respective annotated questionnaires and methodology reports may be accessed at: [www.aarp.org/impostorscams](www.aarp.org/impostorscams).
KEY FINDINGS
Key Findings

➢ More than two in five (45%) Connecticut adults have been targets of an impostor scam. Specifically, this study examined Connecticut adults’ experiences with relationship scams (i.e., online romance scams and grandparent scams) and government impostor scams (including Census scams). Among these scams, government impostor scams were the most encountered, with over a third (37%) of Connecticut adults reporting having been a target of one.

➢ Nearly a quarter (23%) of Connecticut adults targeted and/or victimized by an impostor scam have experienced health problems and/or emotional distress resulting from the encounter. Notably, adults ages 18-49 (29%) are more likely than older adults (14%) to have suffered health and/or emotional consequences resulting from an impostor scam.

➢ Seventy percent of Connecticut adults are not familiar with Census scams. This makes them particularly vulnerable to falling victim to one. Census scams are expected to rise substantially in 2020 given that the Decennial Census is this year. And as the launch of the Decennial Census gets underway:

➢ Seven in ten (71%) Connecticut adults incorrectly think or unsure whether an email link of the 2020 Census questionnaire will be sent to all U.S. households with a valid email address on file. In truth, the Census Bureau will never send email invitations to complete the Census. The Census Bureau will mail information to households on the ways they can complete the questionnaire. For those who don’t respond online, by mail, or over the phone, they will be visited by a Census enumerator.

➢ About half (48%) incorrectly think or are unsure whether failing to respond to the Census could result in jail time.

➢ More than two in five (43%) incorrectly think or are unsure whether the Census questionnaire will ask for their Social Security number. In fact, the Census questionnaire will never ask for your full Social Security number.
Key Findings (Continued)

➢ Two in five Connecticut adults use the Internet to meet potential dates and/or romantic partners—and more than half (55%) have experienced at least one red flag from a love interest they met online. Specifically:

➢ Three in ten (31%) were told by their love interest that they worked in another state or country or had a very busy schedule that made it difficult to meet in person;
➢ Three in ten (29%) were asked by their love interest to send them money with promises to repay them when they could;
➢ 16% have never met their love interest in person; and
➢ 16% were asked by their love interest to open a bank account on their behalf or a joint account with them.

➢ Despite the pernicious onslaught of illegal robocalls and spoofing, the telephone is a top contact method for impostor scammers. Three in four Connecticut adults who were targeted and/or victimized by an impostor scam say the scammer contacted them by phone.
FRAUD SAFETY QUIZ FINDINGS AND CONCERN ABOUT FRAUD VICTIMIZATION
Three in five (59%) Connecticut adults failed the fraud safety quiz. On average, respondents answered five out of ten questions correctly. Adults ages 18-49 (66%) were more likely than older adults (52%) to fail the quiz.

<table>
<thead>
<tr>
<th>Quiz Questions [Correct Response*]</th>
<th>% Answering Correctly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Census workers (i.e., those who visit residents in their homes to collect their Census responses) work between the hours of 9 am and 9 pm local time. [T]</td>
<td>22%</td>
</tr>
<tr>
<td>An email link of the 2020 Census questionnaire will be sent by the Census Bureau to all U.S. households with a valid email address on file. [F]</td>
<td>29%</td>
</tr>
<tr>
<td>When surfing the internet, it is always safe to interact with a website as long as the website has a locked box icon that indicates it is HTTPS secured. [F]</td>
<td>30%</td>
</tr>
<tr>
<td>Which of the following ways can you verify whether a Census worker visiting your home is a legitimate Census Bureau employee? [ALL OF THE ABOVE]</td>
<td>49%</td>
</tr>
<tr>
<td>Failure to respond to the Census may result in a fine or jail time. [F]</td>
<td>52%</td>
</tr>
<tr>
<td>The 2020 Census may only be completed in English. [F]</td>
<td>54%</td>
</tr>
<tr>
<td>Which of the following questions will not be asked on the 2020 Census? [SOCIAL SECURITY NUMBER]</td>
<td>57%</td>
</tr>
<tr>
<td>Caller ID is a reliable way to know where a call is coming from. [F]</td>
<td>58%</td>
</tr>
<tr>
<td>The Social Security Administration will contact you directly, either by phone or email, if there is a problem with your Social Security benefits. [F]</td>
<td>60%</td>
</tr>
<tr>
<td>The IRS can call you about back taxes that you may owe without sending you a written notice first. [F]</td>
<td>76%</td>
</tr>
</tbody>
</table>

Q. We want to test your knowledge about various topics, including the 2020 Census. If you are unsure about the answer to any of the following questions, please indicate ‘not sure’ as your response. (Total n=629; 18-49 n=299, 50+ n=330) *NOTE: T=True, F=False.
Three in five Connecticut adults are concerned that they and/or a family member may fall victim to a scam.

Adults ages 18-49 are equally as likely as older adults to be concerned about falling victim to a scam.

<table>
<thead>
<tr>
<th></th>
<th>Very concerned</th>
<th>Somewhat concerned</th>
<th>Not too concerned</th>
<th>Not at all concerned</th>
</tr>
</thead>
<tbody>
<tr>
<td>TOTAL</td>
<td>20%</td>
<td>40%</td>
<td>31%</td>
<td>8%</td>
</tr>
<tr>
<td>(n=629)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18-49</td>
<td>22%</td>
<td>38%</td>
<td>31%</td>
<td>9%</td>
</tr>
<tr>
<td>(n=299)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>50+</td>
<td>17%</td>
<td>43%</td>
<td>31%</td>
<td>8%</td>
</tr>
<tr>
<td>(n=330)</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Q. Generally, how concerned, if at all, are you that you and/or a family member may fall victim to a scam? Base: Total Respondents.
IMPOSTOR SCAMS (OVERALL)
More than two in five Connecticut adults have been targeted by an impostor scam.

Government impostor scam attempts are the most frequently reported.

- IMPOSTOR SCAMS (Overall): 45% targeted, 8% victimized
- GOVERNMENT IMPOSTOR SCAMS (including Census Scams): 37% targeted, 3% victimized
- RELATIONSHIP SCAMS (i.e., Online Romance Scams and Grandparent Scams): 21% targeted, 7% victimized

Q. To the best of your knowledge, have you ever been a target of a [romance / grandparent / government impostor / Census] scam?...? Base: All respondents. (n=629).

Q. Have you ever lost money or suffered other financial losses due to a [romance / grandparent / government impostor / Census] scam? Base: Those who stated they have been a target of the particular scam. (n=629).
Among Connecticut adults who have been targeted and/or victimized by an impostor scam, more than one in five experienced health problems and/or emotional distress resulting from their encounter.

Adults ages 18-49 are twice as likely than older adults to experience health problems and/or emotional distress due to an impostor scam.
The large majority of Connecticut adults who were targeted and/or victimized by an impostor scam were contacted by phone. A third were contacted via the Internet/social media.

Q. How were you first contacted by the scammer? Was it by...? Base: Respondents who have been targeted and/or victimized by an impostor scammers (n=287).
PERSONAL RELATIONSHIP SCAMS:
ONLINE ROMANCE SCAMS AND
GRANDPARENT SCAMS
Three in five Connecticut adults are at least somewhat familiar with online romance scams.

Adults ages 18-49 are more likely to be ‘very familiar’ with online romance scams, while older adults are more likely to be ‘not at all familiar’ with romance scams.

### Familiarity with Online Romance Scams

<table>
<thead>
<tr>
<th></th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not too familiar</th>
<th>Not at all familiar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong> (n=629)</td>
<td>28%</td>
<td>31%</td>
<td>19%</td>
<td>22%</td>
</tr>
<tr>
<td>18-49 (n=299)</td>
<td>32%</td>
<td>36%</td>
<td>18%</td>
<td>14%</td>
</tr>
<tr>
<td>50+ (n=330)</td>
<td>22%</td>
<td>27%</td>
<td>20%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Q. Prior to today, how familiar were you with online romance scams?
Two in five Connecticut adults have used the Internet to meet potential dates and/or romantic partners.

Those ages 18-49 are about three times more likely than older adults to use the Internet to meet potential dates/romantic partners.

### Online Activities Used to Meet Potential Dates/Romantic Partners

<table>
<thead>
<tr>
<th>Activity</th>
<th>TOTAL (n=629)</th>
<th>18-49 (n=299)</th>
<th>50+ (n=330)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Used a dating website</td>
<td>25%</td>
<td>35%</td>
<td>15%</td>
</tr>
<tr>
<td>• Used social media sites</td>
<td>23%</td>
<td>38%</td>
<td>7%</td>
</tr>
<tr>
<td>• Used a mobile dating app</td>
<td>23%</td>
<td>37%</td>
<td>7%</td>
</tr>
<tr>
<td>• Joined specific online social groups or chat groups related to your interests</td>
<td>16%</td>
<td>24%</td>
<td>7%</td>
</tr>
<tr>
<td>• Used online chatrooms</td>
<td>16%</td>
<td>25%</td>
<td>6%</td>
</tr>
<tr>
<td>• Posted or responded to an advertisement or announcement on an online website or local online news or community source</td>
<td>15%</td>
<td>23%</td>
<td>6%</td>
</tr>
</tbody>
</table>

Q. Have you EVER done any of the following to meet potential dates or romantic partners at any point or time in your life?
More than half of Connecticut adults have experienced at least one red flag from an online love interest that was suggestive of a potential romance scam.

The percentage of Connecticut adults who used the Internet to meet potential dates/romantic partners and experienced at least one red flag suggestive of a potential romance scam from a love interest met online.

55%

Connecticut Adults Who Experienced the Following from a Love Interest They Met Online

- Their love interest lied about themselves (e.g., their age, their job, their marital status) - 43%
- Their love interest told them they worked in another state or country or had a very busy schedule that made it difficult to meet in person - 31%
- Their love interest asked them to send them money for any reason and promised to pay them back as soon as they could - 29%
- Although a romantic relationship developed, they never physically met in person - 16%
- Their love interest asked them to open a bank account on their behalf or a joint account with them - 16%

Q: Thinking of the dates or romantic partners that you have met first online, have any of them ever done the following? (n=239). Q. Have you ever developed a romantic relationship with someone that you have never met in person? BASE: Respondents who used the Internet to meet potential dates/romantic partners. (n=239)
One in seven Connecticut adults have been targeted by an online romance scam.

And one in six Connecticut adults know someone who was targeted by an online romance scam.

Q: To the best of your knowledge, has anyone you know ever been a target of a romance scam? Base: All respondents (n=629).

Q: Did the person lose any money or suffer other financial losses due to the romance scam? Base: All respondents (n=629).

*NOTE: Only those who stated they were targeted or knew someone who was targeted by an online romance scam were asked whether they lost money (i.e., were victimized) because of the scam. However, the percentages of those who were victimized and who knew someone who was victimized by an online romance scam (shown above) are based on the total sample of respondents.
More than half of Connecticut adults are at least somewhat familiar with grandparent scams.

Those ages 50 and older (60%) are more likely than younger adults (52%) to be familiar with grandparent scams.

Familiarity with Grandparent Scams

- Very familiar
- Somewhat familiar
- Not too familiar
- Not at all familiar

**TOTAL**
(n=629)

- 28%
- 28%
- 20%
- 24%

**18-49**
(n=299)

- 26%
- 26%
- 17%
- 31%

**50+**
(n=330)

- 31%
- 29%
- 24%
- 16%

Q. Prior to today, how familiar were you with online grandparent scams?
One in ten Connecticut adults have been targeted by a grandparent scam.

And about one in six Connecticut adults know someone who was targeted by a grandparent scam.

Q: To the best of your knowledge, has anyone you know ever been a target of a grandparent scam? Base: All respondents (n=629).

Q: Did the person lose any money or suffer other financial losses due to the grandparent scam? Base: All respondents (n=629).

*NOTE: Only those who stated they were targeted or knew someone who was targeted by a grandparent scam were asked whether they lost money (i.e., were victimized) because of the scam. However, the percentages of those who were victimized and who knew someone who was victimized by a grandparent scam (shown above) are based on the total sample of respondents.
GOVERNMENT IMPOSTOR SCAMS:
(INCLUDING CENSUS SCAMS)
Seven in ten Connecticut adults are at least somewhat familiar with government impostor scams.

Those ages 50 and older are equally as likely as younger adults to be familiar with government impostor scams.

### Familiarity with Government Impostor Scams

<table>
<thead>
<tr>
<th></th>
<th>Very familiar</th>
<th>Somewhat familiar</th>
<th>Not too familiar</th>
<th>Not at all familiar</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL (n=629)</strong></td>
<td>42%</td>
<td>28%</td>
<td>19%</td>
<td>11%</td>
</tr>
<tr>
<td><strong>18-49 (n=299)</strong></td>
<td>40%</td>
<td>30%</td>
<td>17%</td>
<td>12%</td>
</tr>
<tr>
<td><strong>50+ (n=330)</strong></td>
<td>45%</td>
<td>25%</td>
<td>20%</td>
<td>10%</td>
</tr>
</tbody>
</table>

Q. Prior to today, how familiar were you with government impostor scams?
Nearly two in five Connecticut adults have been targeted by a government impostor scam.

And a quarter of Connecticut adults know someone who was targeted by a government impostor scam.

Q. To the best of your knowledge, have you ever been a target of a government impostor scam? Base: All respondents. (Total n=629; 18-49 n=299; 50+ n=330).

Q: Have you ever lost money or suffered other financial losses due to a government impostor scam? Base: All respondents. (Total n=629; 18-49 n=299; 50+ n=330).

*NOTE: Only those who stated they were targeted by a government impostor scam were asked whether they lost money (i.e., were victimized) as a result of the scam. However, the percentage of those who were victimized by a government impostor scam (shown above) is based on the total sample rather than only those who indicated being a target of a government impostor scam.
More than four in five Connecticut adults who were targeted and/or victimized by a government impostor scam were contacted by phone.

Q. How were you first contacted by the scammer? Was it by...? Base: Respondents who were targeted and/or victimized by a government impostor scam (n=244).
Seven in ten Connecticut adults are not familiar with Census scams, making them particularly vulnerable.

Those ages 50 and older are more likely than younger adults to be unfamiliar with Census scams.
Implications

This survey found the majority of Connecticut adults are at least somewhat familiar with romance scams, grandparent scams and government impostor scams—perhaps because they seem so ubiquitous.

Still, two in five Connecticut adults are ‘not too familiar’ or ‘not at all familiar’ with romance scams and grandparent scams. Additionally, seven in ten Connecticut adults are not familiar with Census scams. These findings suggest that increased awareness about impostor scams is needed to help protect consumers from falling victim to these scams.

It’s also important to recognize that the experience of falling victim to a scam is not solely financial, with many victims feeling an emotional impact as well. Family members of victims, law enforcement, and others involved with victims should be aware of their need for emotional support.

AARP’s Fraud Watch Network can help consumers spot and avoid these and other scams. Sign up for free watchdog alerts, review our scam-tracking map, or call our toll-free fraud helpline at 877-908-3360 if you or a loved one suspect you’ve been victimized by a scam.
Methodology

- **Objectives**: To explore impostor scams faced by Connecticut adults ages 18 and older.

- **Methodology**: Online survey via NORC’s AmeriSpeak® Panel, a probability-based panel with sample targeting U.S. adults ages 18 and older. AmeriSpeak is designed to be representative of the U.S. household population.

- **Qualifications**: Ages 18 or older; goes online or accesses the Internet (e.g., sending or receiving email).

- **Sample**: NORC’s AmeriSpeak® Panel, n=629 Connecticut adults ages 18 and older.


- **Weighting**: Sample data are weighted to the U.S. population by age, gender, race/ethnicity, and Census division.

- **Margin of error**: ± 4.74 percent at the 95 percent confidence level
About AARP

AARP is the nation’s largest nonprofit, nonpartisan organization dedicated to empowering Americans 50 and older to choose how they live as they age. With nearly 38 million members and offices in every state, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands, AARP works to strengthen communities and advocate for what matters most to families with a focus on health security, financial stability and personal fulfillment. AARP also works for individuals in the marketplace by sparking new solutions and allowing carefully chosen, high-quality products and services to carry the AARP name. As a trusted source for news and information, AARP produces the nation’s largest circulation publications, AARP The Magazine and AARP Bulletin. To learn more, visit www.aarp.org or follow @AARP and @AARPadvocates on social media.
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