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Scam Jam Helps Kentuckian Overcome ‘Account Takeover’ Fraud

“The information is vital and...it will help you in the future.”

Frankfort, Ky. (Dec. 19, 2023) – Just one week after attending the Owensboro Senior Scam Jam, Miriam Taylor put her new knowledge to use after discovering she was a victim of fraud. She credits the expertise gained from the scam jam for her fast action and hopes that sharing her story will encourage others to attend future events.

“I hadn’t used my [credit] card in a while, but I got a fraud alert...on my email,” explained Taylor. The fraudulent charge was made through an online dating website she had no connection to. Taylor called the number in the fraud alert email and was told a new credit card was on the way. She thought the matter was resolved; however, three new credit cards arrived at her doorstep a few days later.

“Not only did I get a card with my name on it, I got cards with names of two other people that I did not know.” This time, Taylor called the number on the back of her original credit card. She discovered that someone used her personal information to add five authorized users to her account, commonly referred to as an account takeover.

Taylor has now regained control of her account and established protective measures with her credit card company. She also activated a free TransUnion fraud alert which will notify creditors to take extra steps in verifying her identity before extending new lines of credit. Prior to attending the scam jam, Taylor acknowledged she likely wouldn’t have gone the extra mile in setting up fraud alerts. Taking those extra steps only cost about 15 minutes of Taylor’s time but gave her invaluable peace of mind.

Taylor wants Kentuckians to know this can happen to anyone regardless of how careful they are, and the outcome isn’t always as favorable as hers. Most [recent data](#) from the Internet Crime Complaint Center found over 250 Kentuckians lost \$2.2 million to credit card or check fraud. Those are only the known fraud cases as most go unreported.

Taylor encourages Kentuckians to attend future scam jams where they can have conversations with scam experts in a judgement-free environment. It was at the scam jam where Taylor gained her knowledge and confidence to take control of her own fraud event. “Definitely go to the scam jam. The information you will learn is worth the time and effort to get there... [it’s] vital and you will learn all kinds of things. It will help you in the future.”

Scam jams feature educational sessions with content experts from the Department of Financial Institutions and other agencies. Discussions include the latest in identity theft, financial scams, mail fraud, and other important topics. These events are free to the public and often include lunch, vendors, and raffles.

Several events are being planned for 2024 and will be announced on DFI's website (KFI.ky.gov) and Facebook account (facebook.com/KYDFI/). Anyone interested in hosting a scam jam in their area should contact Tasha Stewart by email to tasha.stewart@ky.gov.

DFI would like to thank all agencies and coordinators who made the Owensboro Senior Scam Jam possible, including AARP Kentucky for hosting the event.

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DFI is an agency in the Public Protection Cabinet, and supervises the financial services industry by examining, chartering, licensing, and registering various financial institutions, securities firms and professionals operating in Kentucky. DFI's mission is to serve Kentucky residents and protect their financial interests by maintaining a stable financial industry, continuing effective and efficient regulatory oversight, promoting consumer confidence, and encouraging economic opportunities.

Photo attached: Miriam Taylor holding two of the fraudulent credit cards she received in the mail. The cards have been redacted to remove the unknown individuals' names.

