



**CITY OF BOSTON
IN CITY COUNCIL**

**ORDER FOR A HEARING REGARDING ELDER
SCAMMING AND FRAUD PREVENTION**

WHEREAS: The City of Boston is home to a growing population of older adults, many of whom are aging in place and rely on City services, consumer protections, and public safety outreach to remain safe and independent; and

WHEREAS: Older adults are frequently targeted by scams and fraudulent schemes related to home repair, utilities, financial services, health coverage, technology support, and housing, often through phone calls, door-to-door solicitations, text messages, emails, and online platforms; and

WHEREAS: Elder scams, fraud, and financial exploitation are increasing and remain a significant concern for the Boston Police Department, City agencies, and communities across Boston, particularly as these schemes continue to evolve; and

WHEREAS: Older residents may be particularly vulnerable to scams due to social isolation, language barriers, disability access needs, grief, or unfamiliarity with rapidly changing technology and financial tools; and

WHEREAS: The City of Boston, through the Age Strong Commission, provides education, outreach, and support services to help older adults remain safe, informed, and connected, including programming designed to prevent financial exploitation and fraud; and

WHEREAS: Age Strong works directly with senior centers, community-based organizations, caregivers, and older residents to share information about common scam tactics, warning signs, and prevention strategies, with a focus on accessibility and language equity; and

WHEREAS: The Boston Police Department plays a critical role in protecting older adults by issuing Community Alerts, investigating fraud and financial exploitation, and conducting community-based outreach related to scam prevention; and

WHEREAS: The Boston Police Department has issued repeated warnings regarding home improvement and contractor fraud, impersonation scams, urgent payment demands, and schemes in which small quoted repairs escalate into significant financial losses for seniors; and

WHEREAS: The City of Boston's Office of Consumer Affairs and Licensing provides consumer protections through business licensing, complaint investigation, enforcement actions, and public education aimed at preventing deceptive and predatory practices; and

WHEREAS: Coordination among Age Strong, the Boston Police Department, and the Office of Consumer Affairs and Licensing is essential to strengthening the City's ability to prevent elder scamming, respond to complaints, and protect older residents from financial exploitation; and

WHEREAS: Boston's older residents have the right to age in place and to feel safe in their homes, finances, and communities, free from fraud, coercion, and exploitation;

NOW, THEREFORE, BE IT ORDERED:

That the appropriate Committee of the Boston City Council shall hold a hearing to examine how the City of Boston is working to prevent elder scamming and financial exploitation, including but not limited to:

1. Current scam trends impacting older adults in Boston
2. Education, outreach, and prevention efforts led by the Age Strong Commission
3. Boston Police Department Community Alerts, investigations, and community engagement related to elder scams and fraud
4. Consumer protection, licensing, complaint investigation, and enforcement efforts by the Office of Consumer Affairs and Licensing
5. Opportunities to strengthen coordination, communication, and public awareness across City departments

BE IT FURTHER ORDERED: That representatives from the Age Strong Commission, the Boston Police Department, the Office of Consumer Affairs and Licensing, and other relevant City officials shall be invited to testify.

Filed in City Council: February 4, 2026