

# Helpful Agencies in Your Time of Need

## Contractor/Home Repair

Nevada State Contractors Board  
(702) 486-1100 or (775) 688-1141  
[www.nscb.nv.gov](http://www.nscb.nv.gov)

## Medicare Fraud & Concerns

Senior Medicare Patrol  
(702) 486-4323  
[www.nevadasmp.org](http://www.nevadasmp.org)

## Reporting Elder Abuse

Aging and Disability Services Division  
(702) 486-6930 or (888) 729-0571

Local Law Enforcement Office  
911

## Consumer Fraud & Scams

Nevada Consumer Affairs  
(844) 594-7275 - Toll Free  
[business.nv.gov](http://business.nv.gov)

Nevada Attorney General's Bureau of  
Consumer Protection Hotline  
(702) 486-3132 or (775) 684-1108



## About the Board

The Nevada State Contractors Board (NSCB) governs contractor licensing for the State's construction industry. Contact us for information you need about a contractor's license and bond.

The Board also has important consumer information and complaint forms that can be downloaded or sent to you by calling one of the Board's offices.

Get information from NSCB before you:

- Hire a contractor.
- Sign a contract.
- Pay for work and repairs.

Visit our website to learn more about the Residential Recovery Fund.



[www.nscb.nv.gov](http://www.nscb.nv.gov)  

**Southern Nevada Office**  
2310 Corporate Circle, Ste. 200  
Henderson, NV 89074  
Phone: 702-486-1100  
Fax: 702-486-1190

**Northern Nevada Office**  
9670 Gateway Drive, Ste. 100  
Reno, NV 89521  
Phone: 775-688-1141  
Fax: 775-688-1271

If you believe the contractor you hired has performed substandard work, you may file a complaint with NSCB. Complaint forms can be downloaded from our website at: [www.nscb.nv.gov](http://www.nscb.nv.gov) or obtained at one of our offices.



## A Senior's Guide to Identifying Scams & Seeking Assistance



Measure up...use licensed contractors.



## Common Red Flags with Contractors

### Don't Become a Victim

Unfortunately, people don't always appear as they seem. Be cautious of these red flag warnings when interacting with a contractor:

### Why Are Seniors Targeted?

- Seniors often have viable and healthy financial resources at their disposal.
- Most seniors are trusting and value the interpersonal communication that comes from relationship building.
- Seniors are least likely to report if they've been abused or taken advantage of for fear of embarrassment, loss of independence, or retaliation from the abuser.

### How to Protect Yourself

- Do not carry your social security card or Medicare card in your wallet.
- NEVER provide your personal or financial information to someone who calls you out of the blue - most state, federal or legitimate agencies will not request such information from you unless you call them directly.
- Use different passwords and log-in information for various accounts you use.
- Verify your credit reports, financial documents, health care records, and invoices regularly to ensure accuracy.

- **Door-to-Door Solicitations**  
Never let anyone into your home you don't know. A contractor may have "extra" materials, today only specials, or offer free estimates of your home. If it sounds too good to be true, it often is!
- **Verbal Agreements**  
Detailed, written contracts are necessary for your protection. Do not accept a verbal contract or handshake agreement.
- **High-Pressure Sales**  
Legitimate contractors value your time and respect your need to get multiple bids. If a contractor is demanding a decision on the spot, won't take no for an answer, or presents themselves in a threatening manner, walk away or call 911 if you are concerned for your safety.
- **Demands for Cash Payment Only**  
It is recommended to NEVER pay in cash. Period.
- **Asking for Large Down Payments**  
The general rule of thumb is no more than 10% or \$1,000, whichever is less. Be cautious of paying for labor and materials up front if no work has been performed.

## Types of Scams

It seems there are people looking to take advantage of you in every facet of life these days. With technology growing, consumers have to be all the more diligent in researching and verifying information. Here are some of the most common scams to look out for:

- **Phone Scams** - Regardless of the topic, these calls usually result in demands for immediate payment, disclosure of personal or financial information (some of which may already be offered to you to validate the authenticity of the caller), and may include threats of arrest if you don't comply.
- **Family in Trouble Scam** - If someone calls you claiming to be a grandchild in trouble, BE CAUTIOUS! Don't give out any family member's name (is this Johnny?) and certainly don't wire any money to them. Despite the fear of getting them in trouble, call another family member to validate "Johnny" says he is where he is.
- **Health Care Scams** - Always order medical equipment & medicine through your health care provider and check your statements thoroughly to ensure accuracy with the charges.

