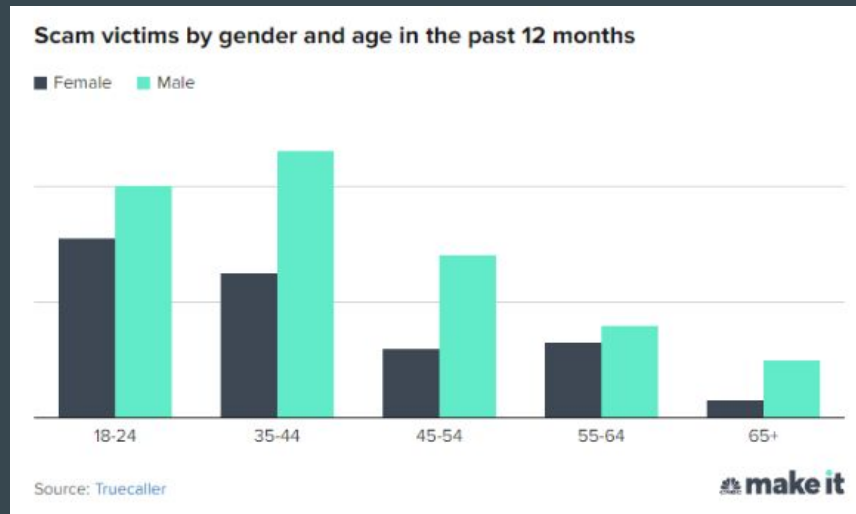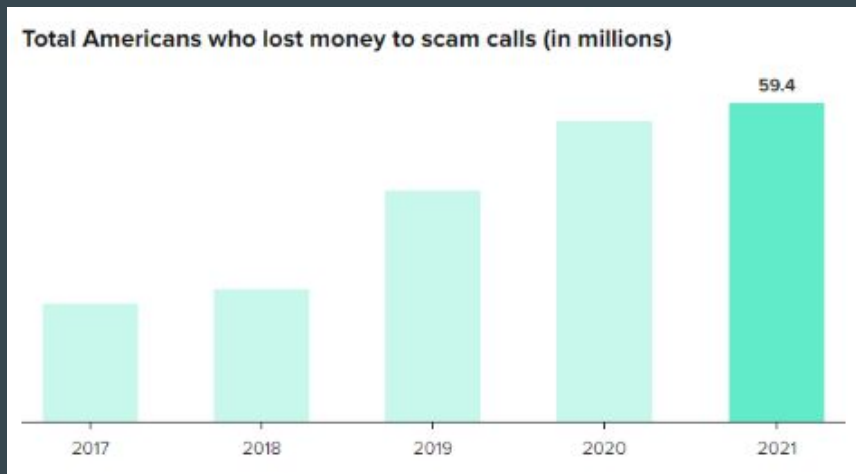# Scam Prevention

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Group 3

Sam Hutcherson, Jose Becerril Hernandez, Justin Pirman, Chase Wallendorff

Overall Problem

- Millions of people fall for scams every year
  - In 2020, a study found about 1 in 10 of all elderly people fell for some kind of financial scam (source: https://www.comparitech.com/blog/vpn-privacy/elder-fraud-by-state/)
- Scams are becoming more and more realistic
  - About 50% of all individuals contacted by a scammer engage with them (source: https://legaljobs.io/blog/scam-statistics/#:~:text=In%20the%20US%2C%20one%20in,%2C%2085%25%20are%20over%2065.)

Total Americans who lost money to scam calls (in millions)

59.4

2017   2018   2019   2020   2021

Scam victims by gender and age in the past 12 months

■ Female   ■ Male

18-24   35-44   45-54   55-64   65+

Source: Truecaller

make it

Design Research

Contextual Inquiry with SIUE Student

- Observed a student interacting with a scam email.
- For scam-aware people, email scams are more of an annoyance than a threat.

Interview with BofA employee

- Interviewed an employee in the cybersecurity sector.
- Scams can happen to anyone and are more often than you may think.
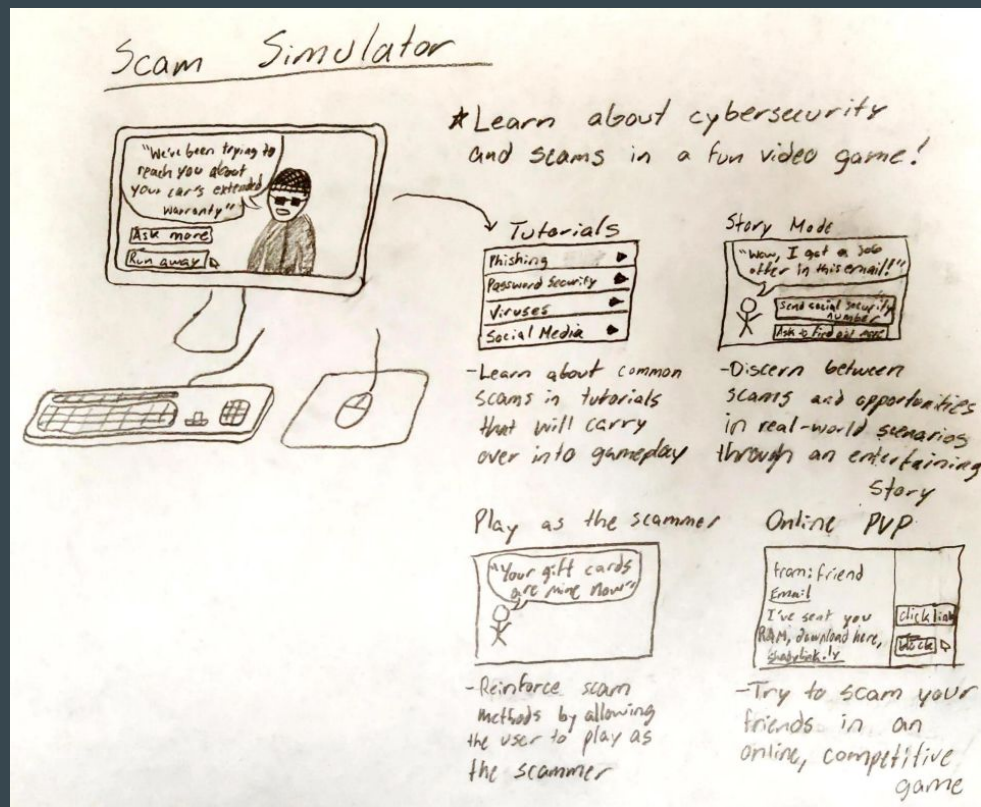
Interview with a scam victim

- Interviewed a victim of an IRS scam.
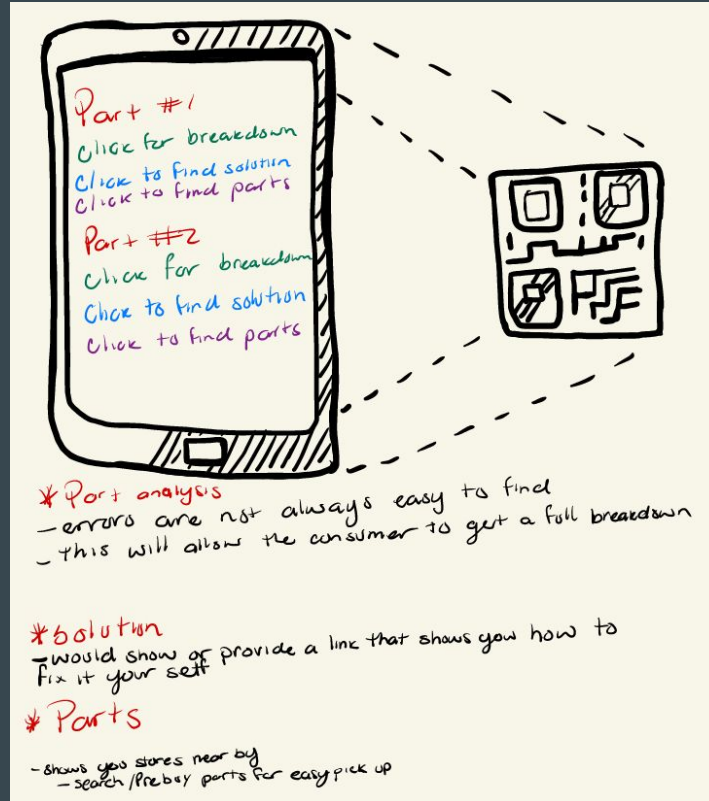- Some scam victims may not recognize they have been scammed.

6 Tasks

1. Answering the phone safely
2. Using an ATM Securely
3. Finding the right download link
4. Determining if a message is suspicious
5. Keeping private information private
6. Protecting yourself as a consumer

Design 1: Scam Simulator

Design 2: Shopping App

Design 3: Scam Blocker
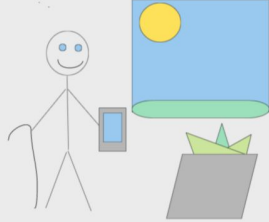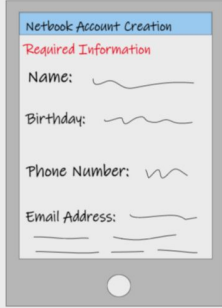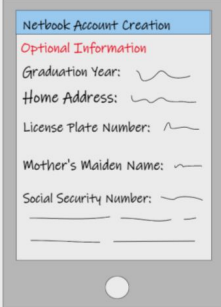
Decision: Scam Blocker

- This design addresses the most tasks, and is the most straightforward solution to the problem we are trying to solve.
- Requires the least amount of effort from the user.

Storyboard 1: Determining if a message is suspicious

Storyboard 2: Keeping private information private

Questions

Contributions

- Sam H. - 25% Presented half the slides and helped set up the presentation
- Chase W. - 25% helped with interview slide
- Justin P. - 25% Presented half the slides and worked on the BofA employee slide.
- Jose B. - 25% helped format the slide and timed us.