

Thieves, Crooks and Idiots, OH MY!!

Bob Klosterman
White Oaks Investment Management, Inc
Longboat Key, FL 34228



Elderly Financial Abuse

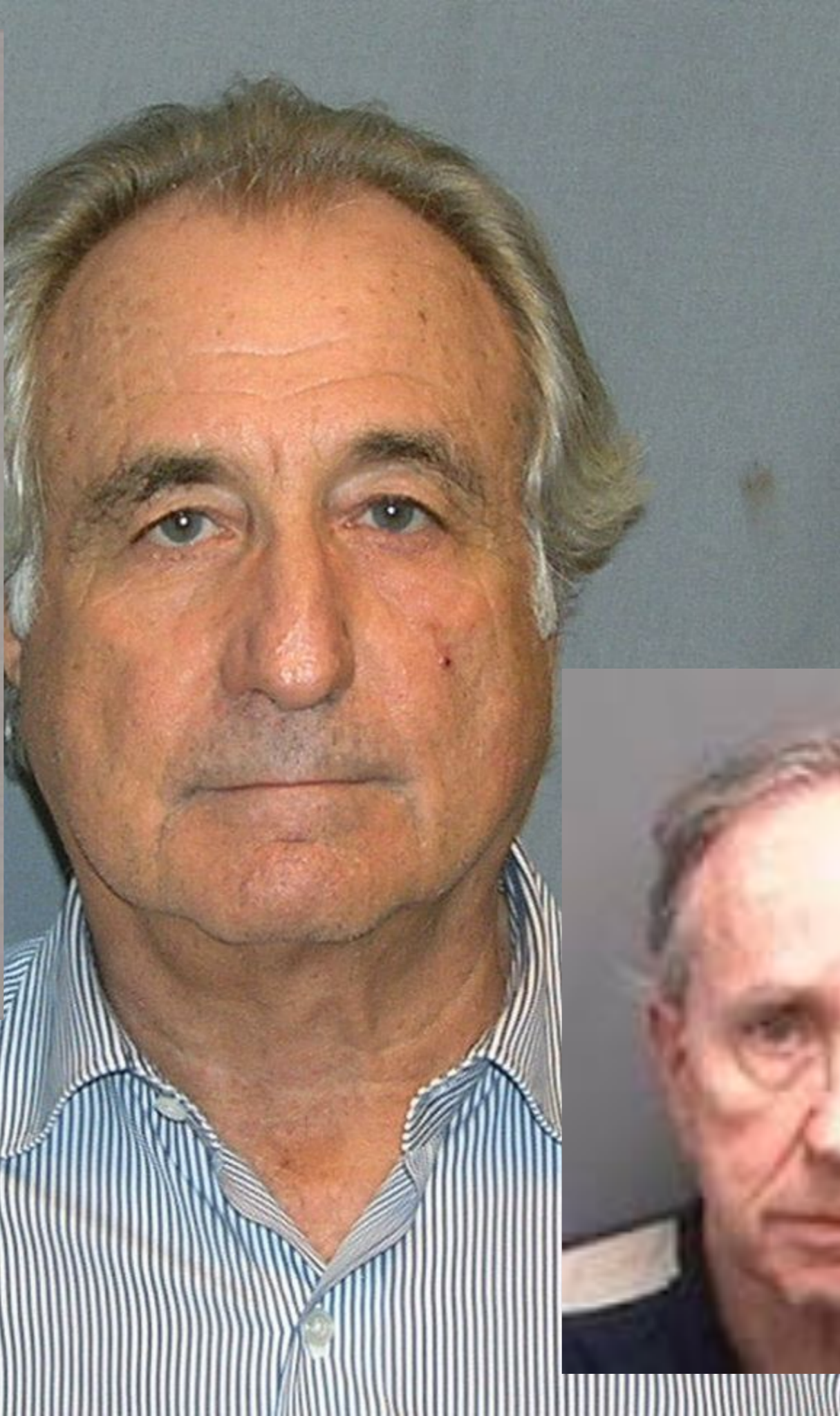


Usually Present

- Someone Raises Their Hand
- Resentment Creeps In
- Helper interprets messages that it is okay to “help themselves”
- Small amounts at beginning

Best Practices

- Open discussion on expectations
- Sound Due Diligence (Family and/or Vendor)
- Outside periodic review
- Regular reporting to others







CONTRACT
SIGN HERE





What Were They Thinking?

- Keeping Up Appearances (Marketing)
- Vices
- Needing Approval From Others
- Covering Up Mistakes (Valuations)

Key Protections

- Separate Custodians
- Independent Oversight (Who?)
- Basic Understanding of Process
- Transparency

Red Flags

- Overly Emotional Approaches
- Too Good To Be True Track Record
- Unrealistic “Guarantees”
- “Proprietary”
- “Trust me”

Finding Advisors

- Referral
- Online search
- Personal acquaintance

Key Areas of Inquiry

- Sources Of Compensation
- Fiduciary
- Areas of expertise
- Biases

Advisor Qualities

- Minimal Conflicts of Interest
- Loves Process More Than Ideas
- Not “Full of Themselves”
- Can demonstrate their process
- Free of “dark clouds” in their background
- Fiduciary or Suitability Standard

Check 'em Out

- Broker Check (<http://www.finra.org/Investors/ToolsCalculators/BrokerCheck/>)
- SEC (<http://www.sec.gov/investor/brokers.htm>)
- Google
- Background Check
- Read Form ADV
- References
- Referrals

Other Resources

- Due Diligence Questionnaires (DDQ)
- Audit Reports
 - Public Corporation Accounting Oversight Board (PCAOB)
- Online Databases

Cyber Threats

Top Cyber Threats

- Email
- Unsecured networks
- Hacking/Intrusion



Questions You Need to Answer

- Are my passwords strong enough?
- Am I accessing Unsecure Networks?
- Are my advisor's systems secure?

Personal Cyber Security Threats

- Post It notes
- Notebooks
- Short/Easy Passwords
- Same Password on multiple sites
- Unsecure WiFi
- Lack of Firewalls

Password Solutions

- LastPass
- 1Password
- RoboForm
- DashLane 3

Virtual Private Networks (VPN)

- TunnelBear
- Cloak
- Hotspot VPN
- IP Vanish

Questions to ask your advisor(s)

- What are you doing to assure actions in my account(s) are authorized by me?
- How is your system protected from unauthorized individuals seeking information about me?
- What protections have you taken to protect your internal systems from attack?
- What are your plans in event of disaster?
- What is your policy on handling client papers?

Hoped for Answers

- Intrusion Tests
- Password Policies
- Encryption
- Paper Handling Policy
- Personnel Selection Processes
- Email policies
- Computer use policies

Summary

- Trust but verify
- Independent can add safety
- It is good to revalidate periodically

Thank You!!