



## Facilitator Guide

*In Partnership with:*



UNIVERSITY of WISCONSIN  
GREEN BAY



Greater Wisconsin  
Agency on Aging Resources, Inc.



**Objective:** Scam SINGO is a tool to train Wisconsin citizens on common scams through a fun game that increases dialog and understanding, using songs of the golden oldies to teach scam recognition.

**Overview:** SINGO is bingo played with songs instead of numbers and letters. The first songs, ten songs of Scam SINGO, are tied to common scams. Each participant has a SINGO card, and they will mark off the correlating space on their card as the song is played. The first person to get five in a row or diagonal wins. This game is set up for 30 players or less. Multiple card sets can be printed for larger groups. When using multiple sets, there will be duplicate winners, and you will need additional prizes.

**Training Registration:** Please take a moment and report the Scam SINGO sessions you teach. The registration will allow us to track how many people are reached. Registration Link: [https://uwgreenbay.ca1.qualtrics.com/jfe/form/SV\\_9ABSpl98XgNwNM](https://uwgreenbay.ca1.qualtrics.com/jfe/form/SV_9ABSpl98XgNwNM)

#### **Supplies:**

- SINGO Cards (Print the number out of the 30 you need. Card 15 and 23 are the winning cards, see set-up notes below.)
- Pens, coloring crayons, or markers for participants to mark their cards
- Computer with internet access
- Speaker to play sound from YouTube videos
- Microphone – If in a large room or to accommodate those who may be hearing impaired.
- Two plus prizes (depending on how long you will play.) Prize ideas – Free lunch coupon if at a meal site or other free item the host site might be willing to provide. Candy bars or other fun trinkets might be fun. The prize does not need to be big; it is more about the bragging rights to winning than the prize.
- Print copies of the Scam Prevention and Resource sheet from page 6 of this guide.

#### **Set-up:**

- Open the SINGO playlists on the computer, open each song, and cue each song to be ready for the game. If you have premier YouTube, you can click on the song when you are ready, but if you have a free YouTube account, you will want to complete this step to avoid the ads.

- Scam Singo song list - [https://youtube.com/playlist?list=PLNi9eb9JPx2nn\\_IHBJE1jQng2QL3eKR19](https://youtube.com/playlist?list=PLNi9eb9JPx2nn_IHBJE1jQng2QL3eKR19)
- Extra Songs Playlist - <https://youtube.com/playlist?list=PLNi9eb9JPx2lAajC2POZqy-oCRLVzIYmW>
- Count out the number of cards you will need. Card ~~15 and 23~~ are winning cards. Card 15 wins on song 9 and Card 23 on song 10.
- **IMPORTANT** – make sure cards 15 and 23 are in the first cards you hand out. They must be included in the cards, or there will not be a winner.
- Handout cards and marking devices

#### Direction for playing:

- Introduce yourself and the game.
- Explain that we will be playing SIGNO, which is Bingo with songs. You will play 20-30 seconds of the song. When they know either the song's name, the artist or the date, they should shout it out. Each participant should then mark the song on their card—the first person to get five songs in a row or diagonal wins. Let them know that you will keep playing until several people win.
- After a song is played, use the SINGO Talking Points to share how the song applies to the Scam and then share about the scam. Before sharing the scam, you might ask the audience if they know what scam it might connect to as a way to increase the dialog with the group.
- Encourage the audience to ask questions and share experiences after each song.
- The game can take 60 minutes for the first ten songs depending on audience participation. Continue through song ten at a minimum.
- After song ten, you can say that we have run out of time. We want to thank you for attending Scam SINGO.
- You may continue to play SINGO with the additional playlist if time allows or if preferred.
- Provide each attendee with the Scam Prevention and Resources sheet.

#### SINGO Talking Points:

1. Can't Buy Me Love----Beatles (released in 1964) From the Album, A Hard Day's Night
  - a. Online romance scams are prevalent all over the world. You meet the man or woman of your dreams, and all your communication is either on the phone or online. Usually, plans are being made for the person to come and visit, and a tragedy strikes. The person needs money due to a car accident or has been arrested. Sometimes the person poses as a military official and needs money to get past customs or money for a plane ticket. Every time they plan to meet in person, or draw near, the person needs money for something, and that person never arrives. NEVER send money to a person you meet online.

2. Hello It's Me ---Todd Rundgren (released in 1972) From the album Something/Anything
  - a. This is called the grandparent scam. The phone rings, and the person says "Grandma" or "Grandpa," I need your help. The person states, "Joey," is that you? Then the caller knows your grandson's name. The story goes that Joey has been arrested and needs bail money. He doesn't want his parents to know. He needs cash sent to an address. After that, Joey will need money for an attorney. ALWAYS, always verify the story with your family. Never keep this a secret.
3. Sounds of Silence -- Simon and Garfunkel (released in 1964) From the album, Sounds of Silence
  - a. ROBO calls. You answer a call, and no one is there for a few seconds. These are called robocalls. Never answer a call when you do not know who the caller is. If it is an important call, they will leave a message.
4. Under the Boardwalk -- The Drifters (released in 1964) From the Drifters single
  - a. Phishing scams. Spelling with a P instead of F. Often, emails will come to your address and ask you to click on a link to verify an account. This is referred to as phishing, and oftentimes, criminals will do this to gain access to your bank accounts and passwords. Look for misspelled words. This is often an indication that this is a scam. Never click on a link in an email unless you have verified the source.
5. Don't Be Cruel -- Elvis Presley (released in 1964) From the single, Don't Be Cruel
  - a. Charity Scams. Oftentimes, scammers will pull on your heartstrings, often related to a recent natural disaster like a hurricane, tornado, etc. Sometimes they imitate a local police or sheriff's department asking for donations. Always verify with your local police department before donating to what you think is a worthy cause.
6. Taxman---Beatles (released in 1964) From the album Revolver
  - a. IRS Scam. The IRS will never call you!! They communicate via old-fashioned mail. This Scam often asks you to pay your IRS via gift card or risk immediate arrest. Never ever pay with a gift card. This is always a scam!
7. Money, money, money ---Abba (released in 1976) From the album Arrival
  - a. Money mules and work-at-home schemes. A money mule is an individual who, in someone else's direction, receives and moves money obtained from victims of fraud. You can be asked to receive packages or open a bank account. Sometimes a check is sent to you, and you are asked to deposit it and send money to someone else. Several days later, you learn the check was fraudulent, and you have lost your own money!
8. Chances Are---Johnny Mathis (released in 1958)
  - a. Lottery scam. Chances are, if you have never bought a lottery ticket, you have not won! Lottery winners never have to pay advance fees to collect their winnings. If you have never been to a foreign country, chances are you are not the winner!

9. Secret Love---Doris Day (released in 1953)
  - a. Romance scam again! If anyone asks you to keep a secret about your relationship, chances are this is a scam. Not only older adults are victims of romance scams. They can happen to people of all ages.
10. Help---Beatles (released in 1965)
  - a. HELP!! Resources to get help if you have fallen for a scam

The State of Wisconsin "Do not call list" 1-888-382-1222. You can register your home and a cell number, but you must call from the phone you want registered. Online at [NoCall.wisconsin.gov](http://NoCall.wisconsin.gov)

Cyber-Seniors 1-844-217-3057 Provide free technology support and training for senior citizens ([cyberseniors.org](http://cyberseniors.org))

If you have been the victim of a scam, contact your local law enforcement or your local Adult Protective Services unit or call the Wisconsin Elder Abuse Hotline at 1-833-586-0107 or [reportelderabuse.wi.org](http://reportelderabuse.wi.org)

If you have been a victim of an internet crime, you can file a complaint at [IC3.gov](http://IC3.gov)

If someone has stolen your identity, contact the State of WI Department of Agriculture, Trade and Consumer Protection at 608-224-5012 or 1-800-422-7128 or [datcp.wi.gov](http://datcp.wi.gov)

### **Extra Songs**

1. Oh, Carol! – Neil Sedaka (1961)
2. Heartbeat-Buddy Holly (1958)
3. My Prayer-The Platters (1956)
4. Claudette-Roy Orbison (1961)
5. Dreamin'-Johnny Burnette (1960)
6. Everyday-Buddy Holly (1957)
7. The Candy Man-Sammy Davis Jr (1971)
8. Fall In Love With You-Cliff Richard (1960)
9. You'll Never Know-The Platters (1956)
10. Spinning Wheel-Blood, Sweat & Tears (1968)
11. Fallin'-Connie Francis (1958)
12. Peggy Sue-Buddy Holly (1958)
13. Wonderful World-Louis Armstrong (1960)
14. Stay-Maurice Williams (1960)



## Scam Prevention and Resources

**1-888-382-1222 or [NoCall.wisconsin.gov](https://nocall.wisconsin.gov)** is the "Do not call list" for the state of Wisconsin. You can register your home and a cell number. Tip - you must call from the phone you want registered.

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**1-833-586-0107 or [reportelderabuse.wi.org](https://reportelderabuse.wi.org)** is the Wisconsin Elder Abuse Hotline. If you have been the victim of a scam, contact your local law enforcement or your local Adult Protective Services unit or call the Wisconsin Elder Abuse Hotline.

**[IC3.gov](https://ic3.gov)** is the FBI Internet Crime Complaint Center. If you have been a victim of an internet crime, you can file a complaint at **[IC3.gov](https://ic3.gov)**.

**<https://www.charitynavigator.org/>** Charity Navigator - donors can give with confidence knowing the organizations that are highly rated on Charity Navigator efficiently steward donations and are accountable and transparent.

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## Prevention and Protection Tips

- Monitor your credit. Credit monitoring services track your credit report and alert you whenever a change is made, such as a new account or a large purchase. Most services will notify you within 24 hours of any change to your credit report.
- Consider placing a free credit freeze on your credit report. Identity thieves will not be able to open a new credit account in your name while the freeze is in place. You can place a credit freeze by contacting each of the three major credit bureaus:
  1. Equifax at **<https://www.equifax.com/personal/credit-report-services/>** or (888) 766-0008
  2. Experian at **<https://www.experian.com/freeze/center.html>** or (888) 397-3742
  3. TransUnion at **<https://www.transunion.com/credit-freeze>** or (800) 680-7289
- Place a fraud alert on your credit report. A fraud alert tells lenders and creditors to take extra steps to verify your identity before issuing credit. You can place a fraud alert by contacting any one of the three major credit bureaus.
- For additional information or to file a complaint, visit the DATCP's Consumer Protection Bureau at **[datcp.wi.gov](https://datcp.wi.gov)**, send an e-mail to **[DATCPHotline@wisconsin.gov](mailto:DATCPHotline@wisconsin.gov)**, or call the Wisconsin Consumer Protection Hotline toll-free at **(800) 422-7128**. You may also go to **[identitytheft.gov](https://identitytheft.gov)** for assistance on how to report and recover from suspected identity theft.

**FREE**

**Join us for**

**Prizes!**



**SINGO is Bingo with music!**

Join us as we listen to the Golden Oldies and play a fun game of SINGO. Learn how the songs can help protect you and your loved ones from scams!

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Location: \_\_\_\_\_

RSVP: \_\_\_\_\_

