

KIM REYNOLDS
GOVERNOR

DOUG OMMEN
COMMISSIONER OF INSURANCE

ADAM GREGG
LT. GOVERNOR

April 10, 2025

Governor Kim Reynolds
State Capitol
Des Moines, Iowa 50319

Mr. W. Charles Smithson
Secretary of the Iowa Senate
State Capitol
Des Moines, Iowa 50319

Ms. Meghan Nelson
Chief Clerk of the Iowa House
State Capitol
Des Moines, Iowa 50319

RE: Financial Exploitation of Eligible Adults Annual Report

Dear Governor Reynolds, Secretary Smithson, and Chief Clerk Nelson:

In accordance with Iowa Code § 502.810, the Iowa Insurance Division (Division) is pleased to submit this report on the Division's continuing efforts to combat financial exploitation of eligible adults for the 2024 calendar year.

In 2024, the Division received 42 referrals related to senior financial exploitation. Of the 42 referrals to the Division, 34 were submitted by qualified individuals. The remaining reports came from other individuals, including victims, bank or credit union employees, and family members. The substantial number of referrals and varied sources of referrals demonstrate the need for focused, trained financial exploitation investigators.

From the inception of the law, the Division has prioritized providing training to the securities industry on the importance of using disbursement/transaction delays or holds. The Division continued to offer training and outreach for industry professionals in 2024, providing in-person training and publishing periodic newsletters highlighting trends of financial exploitation and tools to disrupt and end the exploitation.

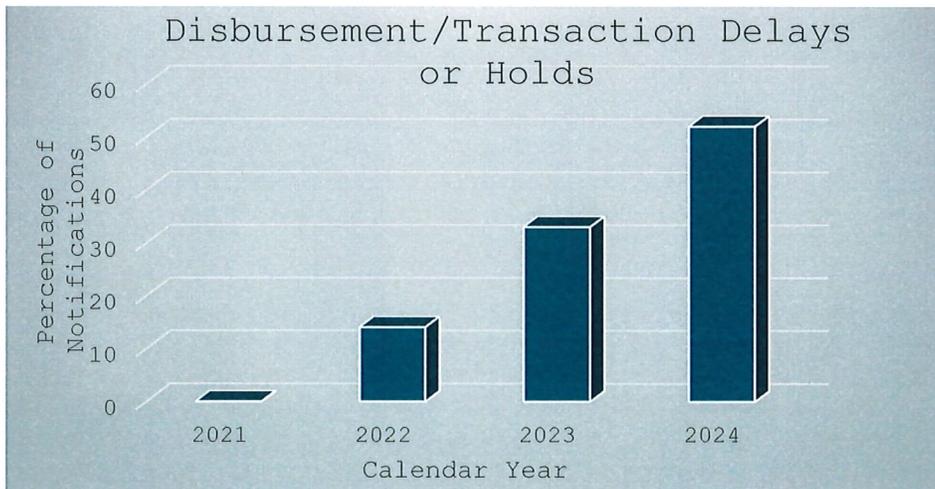
The actual or attempted monetary loss to the victim from the reports to the Division totaled approximately \$7.3 million. Caretaker exploitation and romance schemes continue to be the most prevalent schemes reported to the Division. While caretaker exploitation and romance schemes continue to be the most prevalent, the schemes used in these financial exploitation cases have continued to evolve, with a 400% increase in the number of reports of computer virus scams and a

200% increase in the number of cryptocurrency scams referred to the Division, when compared to 2023 referrals.

EXPLOITATION TYPE



In 2024 the Division also witnessed millions of dollars saved for Iowans through the increasing use of disbursement holds/transaction delays by the investment firms making the notifications to the Division. In 2021 there were no notifications with disbursement holds, while each year since has had a drastic increase, with a notable 52% of notifications in 2024 having a disbursement hold. In most instances the Iowan canceled the requested disbursement/transaction. We estimate that this resulted in older Iowans not losing approximately \$2.5 million to fraud in 2024. Continued education to industry professionals will hopefully continue this trend in the future.



Many referrals made to the Division in 2024 are still actively being investigated, and we expect will result in further actions being taken. Continued outreach efforts by the Division, along with collaboration with other divisions in the Department of Insurance and Financial Services, other state agencies, and private organizations dedicated to protecting Iowans, will also be a priority this coming year.

The Division appreciates the opportunity to offer this report on this important topic. If you have questions, please contact Andrew Hartnett at (515) 654-6470 or Chance McElhaney at (515) 654-6547.

Respectfully,



Doug Ommen
Commissioner of Insurance