

# Protecting the Elderly: Defending against fraud and scams Apoio 65 Programme



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**POLÍCIA**  
SEGURANÇA PÚBLICA



# Safety Starts With You!



**You are not alone:** The law enforcement authorities have created direct contact networks to support you.



**Active prevention:** Our goal is to guarantee your tranquillity and avoid dangerous situations.



**Always learning:** “A person remains young to the extent that they are still able to learn and acquire new habits.”

# Institutional Support: Proximity Policing and “Apoio 65”



## Community Policing

Policamento de Proximidade



A core Portuguese policing strategy. Officers are deeply integrated into local neighborhoods to build trust, prevent crime, and closely monitor vulnerable populations through daily, localized interaction.

## Dedicated Elderly Care

Apoio 65 Program

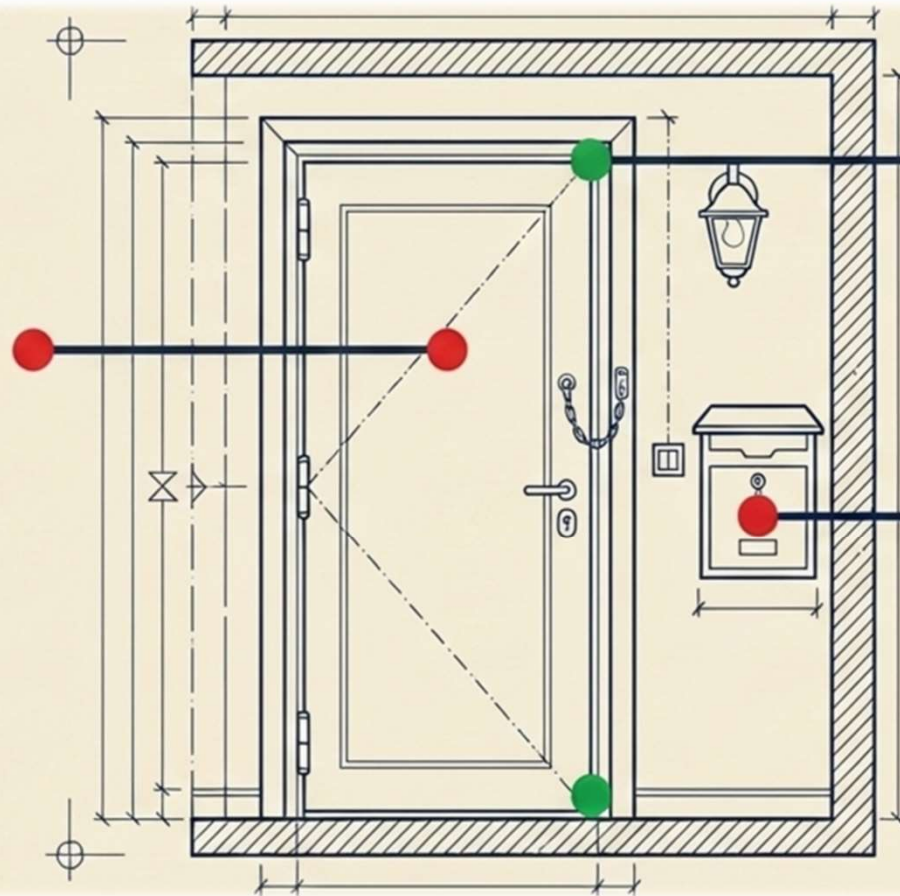


A specialized national program designed exclusively to ensure the security and well-being of citizens aged 65 and over, providing them with direct access to police support and safety resources.

# Your Refuge: Protect Your Home



**Peephole and Chain:** Always use before opening. Never let strangers in.



**Locks:** Keep doors and windows always closed when you leave.

**Mailbox:** Install a secure lock and do not let mail accumulate.

**If you think your home's security is poor, so does the thief!**

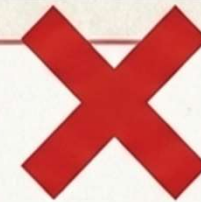


# Managing Extended Absences



**Inform the local police force about your absence.**

**Always keep the Police contact numbers handy.**



**NEVER** leave notes on the door or window announcing that you are away.

**Do not advertise your home to thieves.**

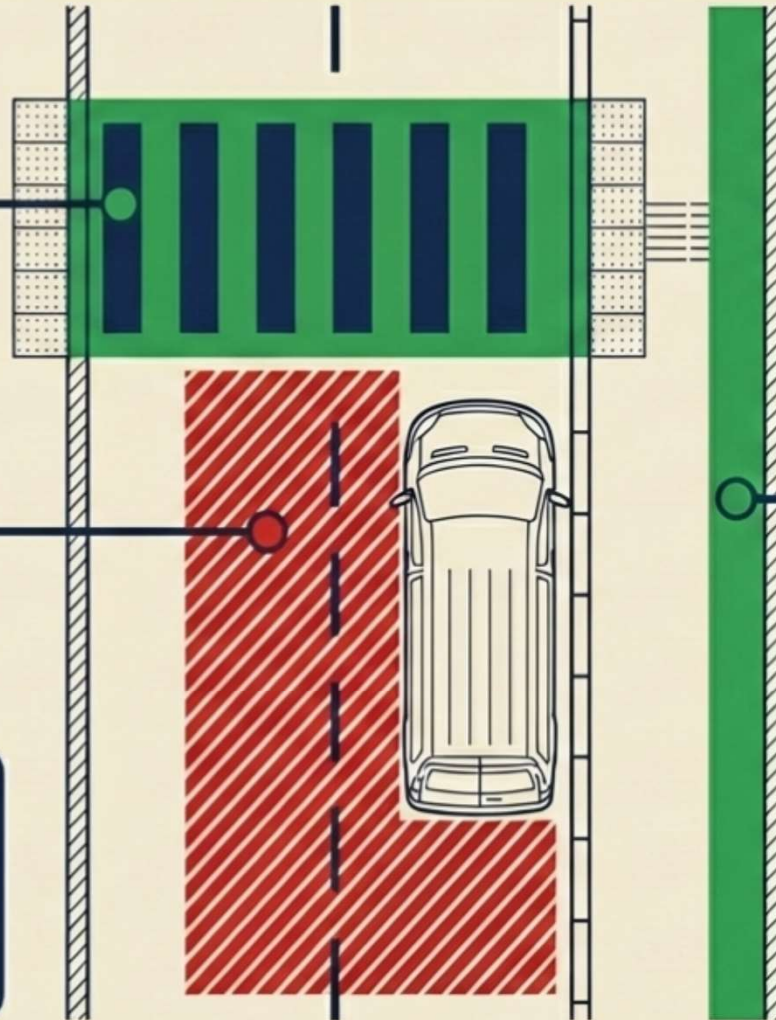
# On the Street: Safe Navigation and Defensive Posture



**Cross at crosswalks.**  
Do not hesitate, but do not rush.

**Never** position yourself behind vehicles or scaffolding that hide your presence.

**In case of rain or at night,** double your attention: your field of vision decreases. Ask for help to cross if needed!



**Always** walk on the right side of sidewalks.

# Personal Protection



## The Correct Attitude



Carry bags on the side away from traffic.

Keep wallets close to your body on public transport.

Carry only the strictly necessary cash.



## What to Avoid



Avoid displaying wallets, money, or valuable items visibly.

Avoid walking alone, especially at night.

Beware of pickpockets in crowds.

# The Scammer's Profile

Scams often happen at residences. Learn to recognize the signs.



## The Scammer

- Dresses in fake suits or uniforms.
- Engages in easy conversation with studied friendliness.
- Offers easy money, gold, or unreal prizes.
- Claims to know your close family members.



## The Authentic Professional

- Has visible official identification.
- Does not ask for cash at your door.
- Does not force entry into your home.

# The Door Protocol: What to do?



Someone knocks at the door? (Claims to be from EDP, CTT, Police or Social Security)

Do you know the person?

NO

Ask for official Identification Card.

STILL IN DOUBT?

Say: "I will call the Police to confirm your identity."



A well-intentioned professional will wait patiently.



A scammer will leave immediately. Never hand over money!

# Security Has No Age



**At Home:** Doors locked,  
silent absences.



**On the Street:** Right side,  
belongings hidden, alert posture.



**With People:** Identification  
always verified.



**The Golden Rule:** "Nobody gives anything to  
anyone without expecting something in return."

**In case of emergency, do not hesitate:  
CALL 112    Programa APOIO 65  
Website: [www.psp.pt](http://www.psp.pt) | [contacto@psp.pt](mailto:contacto@psp.pt)**

IN CASE OF EMERGENCY CONTACT THE PSP (POLICE) 289 078 100

# Online security



## **No Remote Verification**

Banks will never ask for your passwords or security data via email, telephone, or SMS.



## **Avoid Public Networks**

Never log into your bank account or make credit card purchases using public Wi-Fi networks or in cafés.



## **The 'Cheap' Trap**

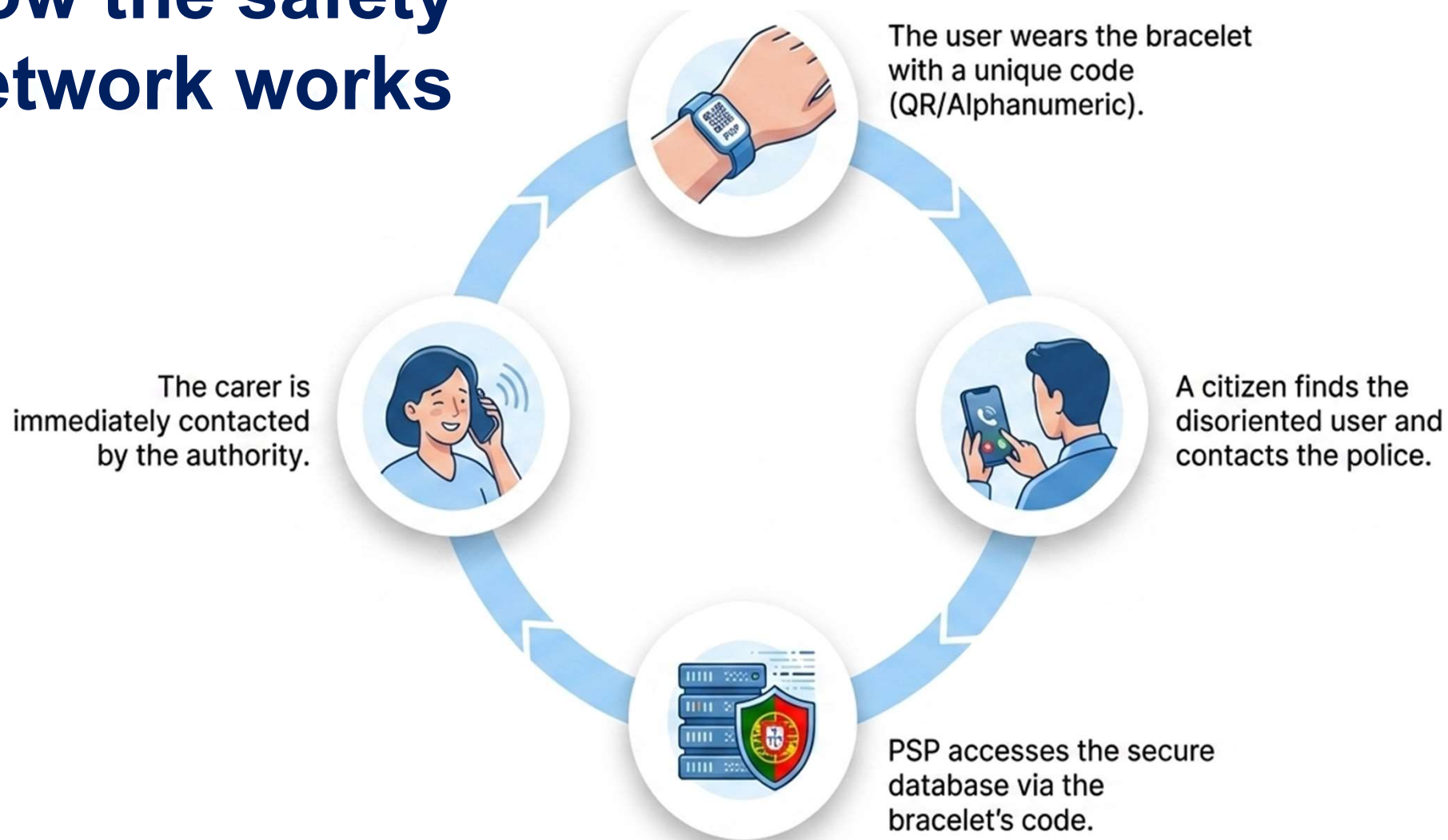
Beware of incredibly low online prices. Counterfeit items are common, and "cheap" often becomes expensive.

# “Estou Aqui Adultos” Bracelet



**Your Safety  
Programme for  
those who need  
it most.**

# How the safety network works



# Three simple steps for protection



## 1. ONLINE REGISTRATION

Access  
<https://estouaquiadultos.mai.gov.pt>  
and fill in the user's details.



## 2. COLLECTION

Go to the selected PSP  
Station with your Citizen  
Card.



## 3. ACTIVATION

Place the bracelet on the  
user's wrist. The protection  
is immediate.

The bracelet transforms any citizen into an active rescue agent, supported by the Polícia de Segurança Pública database. The code allows immediate contact with family members.

# Protecting the Elderly

Stay alert.  
Protect your information.  
Rely on the PSP.



**Thank you for your attention!**



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