

Specialized Programs



Community/Legislative Expos

Staff members participate in community, legislative, and informational expos or fairs throughout the year. We offer resources and materials for consumers in their communities across the commonwealth.



Making \$ense of Finance

This conference is designed to address financial and investing challenges faced by members of the military, veterans and their families. This is made possible through the PA Military Finance Alliance, a multi-agency collaborative effort.



Successful Reentry

An innovative program that includes in-person seminars, webinars, closed-circuit television presentations in state correctional facilities, and the PA Financial Reality Fairs for reentrants. Offered in partnership with the PA Department of Corrections, and the PA Credit Union Foundation.



Financial Services for Consumers and Business

How we can help your organization:



Check our online Calendar of Events to attend an upcoming event in your area. Contact us today to schedule an outreach event for your group: informed@pa.gov.

What individuals can do today:



Connect ... Learn ... Contact

Connect: Facebook | Twitter

Stay connected to learn of new outreach events, as well as financial news and trends.

Learn: dobs.pa.gov

We have numerous **FREE** publications and resources for consumers and community organizations.

Contact: 1.800.PA.BANKS or (1.800.722.2657).

Our Consumer Services Office helpline provides free help to anyone with a question, concern, or complaint about financial services, transactions, or products. Our phones are staffed from 8:00 AM to 5:00 PM Monday through Friday. A live person will answer your call or return your call within 24 hours during the week.



Protect. Regulate. Inform.

“ Tell me and I forget.
Teach me and I remember.
Involve me and I learn.”

-Ben Franklin

A Well-Informed Marketplace

Investor Education & Consumer Protection



17 North Second Street | Suite 1300 | Harrisburg, PA 17101
1.800.PA.BANKS (1.800.722.2657) | dobs.pa.gov



Property of the Pennsylvania Department of Banking and Securities





Investor Education & Consumer Protection



"We work to help consumers understand how they can navigate modern financial services to deposit, spend, borrow, send, and invest money with confidence."

— Robin L. Wiessmann, Secretary of Banking and Securities

Who we are:

The Department of Banking and Securities regulates banks and credit unions, and licenses investment professionals and other consumer lenders. Additionally, we help consumers and investors protect and grow their money through our Investor Education and Consumer Outreach office.

What we do:

We work with state and local government agencies, service providers, community and trade organizations, the General Assembly, the military community, schools, and other partners to help Pennsylvanians become well-informed about the financial marketplace.

Some of our programs have been recognized for their value by accrediting organizations and been presented at national and statewide conferences. All our programs can be customized for your organization, and are delivered by experienced and knowledgeable professionals.

What you should know:

Our programs and presentations are **FREE** and non-commercial.

Our Programs

Contact us today to learn more or schedule an event.

Consumer Protection

We deliver presentations in your community to groups of 25 or more, customized to the audience. Topics include:

- Credit Reports and Scores
- Avoiding Scams and Identity Theft
- Banking Basics
- Preparing for Big Purchases
- Responsible Homeownership
- Creating Spending Plans
- Understanding Reverse Mortgages



Money Matters

A conference that focuses on saving, investing, and protecting consumers from fraud and financial scams. This program is part of the Campaign for Wise and Safe Investing, a collaboration of the AARP Foundation, the Investor Protection Trust, and AARP Pennsylvania.

Investing for Financial Independence



STaRT (Start Today and Retire Tomorrow) This program discusses retirement planning, with the goal of helping you determine your retirement goals and how to help you get there.



"When I'm 65"

A public television documentary and engagement program exploring how our financial and lifestyle choices today will affect our quality of life in retirement. www.wi65.org



Investing 101

An introduction to saving and investing. Topics to be covered include: Why we need to save and invest, the difference between saving and investing, types of investments, the "power" of compound interest, investigating before you invest, technology and investing, and diversification.

Protecting Senior Citizens



Campaign for Wise & Safe Investing®

A statewide outreach program in partnership with the Pennsylvania AARP Consumer Issues Task Force that provides retirees and senior citizens information on how to recognize, avoid, and report financial fraud and abuse. Community presentations are offered through a grant from the Investor Protection Trust.



Fraud Bingo

A fun and interactive presentation that teaches consumers about financial and investment related fraud by playing a familiar game: Bingo! Players learn how to detect financial fraud by identifying scams affecting their own city or town, and learning techniques to protect themselves from this financial abuse. Organize your own game or ask us to help (groups of 25 or more).



Scam Jam!

Financial fraud prevention programming geared for retirees and seniors. Includes guest speakers from local, county, and state government agencies. Fraud bingo is also included, conducted by volunteers from the Pennsylvania AARP Consumer Issues Task Force. This fast-paced event runs 2 1/2 to 3 hours and requires a minimum of 50 attendees.

Student Focus



Save and Invest PA!

Live presentations to schools and colleges that teach students to pursue financial goals and independence through an introduction to the basics of investing and avoiding investment fraud.



FinLit Forum

A three-hour financial literacy, conference style program designed to address financial, investment, and other important life lessons that are faced by high school and college students. Program includes guest speakers from state government agencies and nonprofit partners.

For Professionals

Earn Continuing Education Credits



Elder Investment Fraud and Financial Exploitation Prevention Program

This research-based program educates professionals who routinely work with older Pennsylvanians to recognize when their older clients may be vulnerable to or victims of financial abuse, particularly those with mild cognitive impairment. The program also teaches professionals how to refer these at-risk patients to our department or to the local adult protective services office. It provides continuing education credits, especially in the category of Ethics, and was created by the Baylor College of Medicine and the Investor Protection Trust.



SeniorSafe

Training program for financial professionals to recognize and report financial abuse targeting their clients, especially those suffering from cognitive impairment.



Compliance 2019

A statewide conference designed to keep investment professionals and their firms up-to-date on federal and state securities laws and regulations. The conference focuses on a wide range of industry-related topics, and top concerns of regulators, the securities industry, and the investing public.