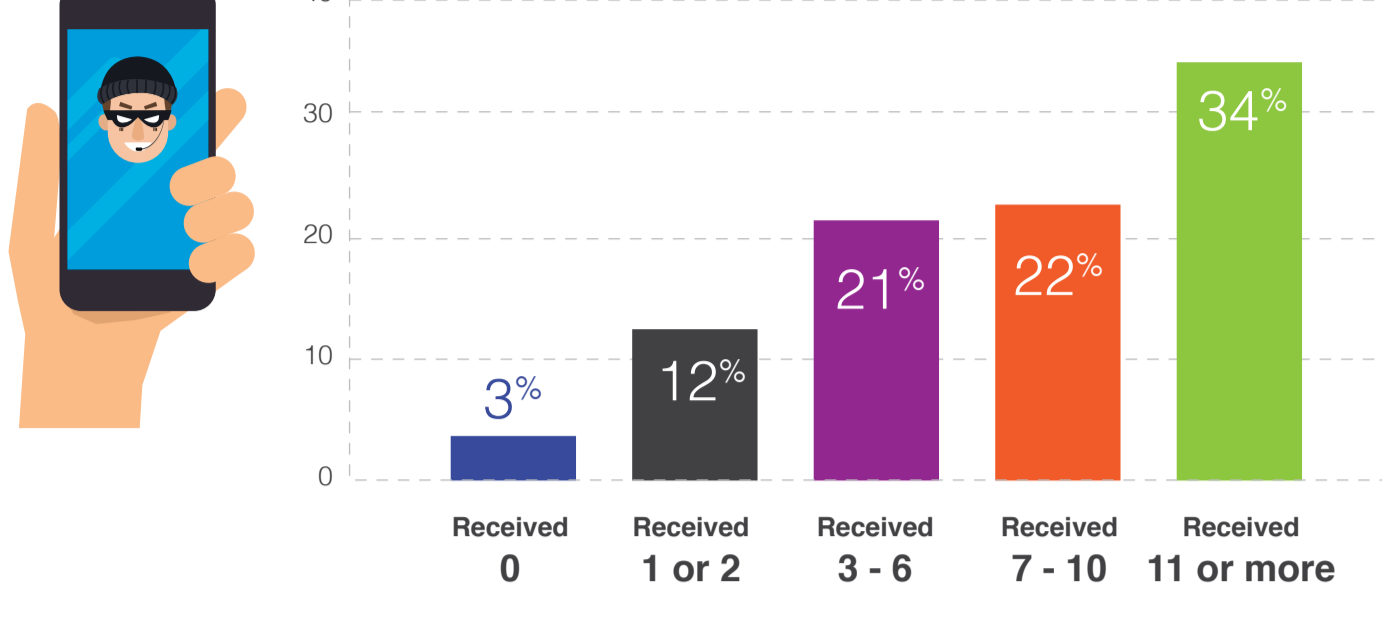


# How Robocalls Have Affected Senior Citizens in the U.S.

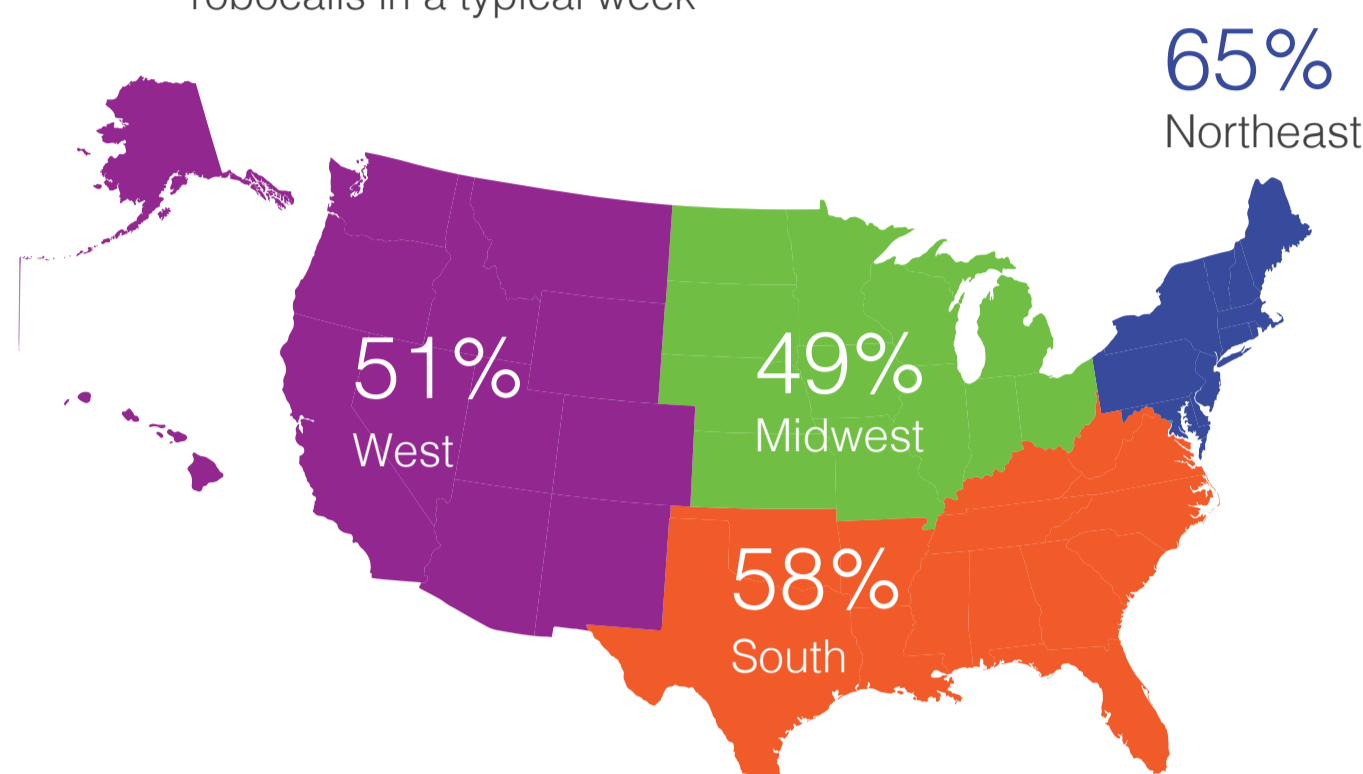
The 2020 TNS Senior Citizens Robocall Survey examines the impact of nuisance and scam robocalls on senior citizens in the United States, as well as the most heavily reported types of scams and level of awareness among seniors of the tools and technologies available to protect themselves from robocalls. We've compiled some of the findings of a recent survey commissioned by Transaction Network Services.

## Almost every senior receives at least one robocall per week



## Seniors in the Northeast are targeted with the most robocalls per week

Percentage of seniors that reported receiving 7 or more robocalls in a typical week

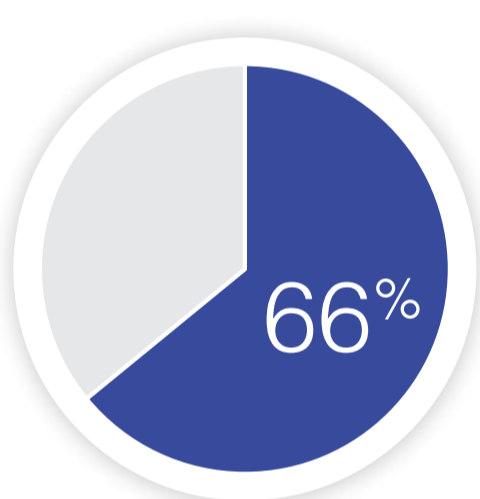


## 40% of seniors know someone who has lost money or provided information to a robocall scammer



## Seniors aren't aware of robocall detection services available to them

66% of seniors are unaware if their carrier offers a robocall protection app



Only 25% of seniors use a robocall blocking app from their carrier

With 13% of seniors using a robocall blocking app not from their carrier

## Institutions are leaving seniors hanging

78% of seniors have not received information from their carrier about how to avoid robocall scams

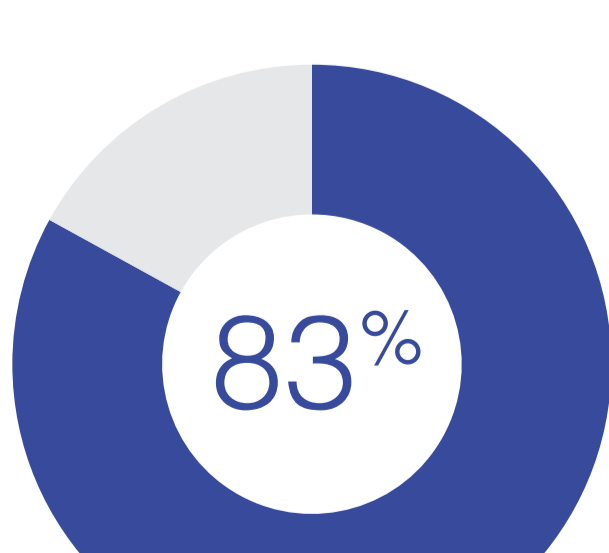


64% of seniors have not received information from their bank about how to avoid robocall scams

79% of seniors have not received information from their healthcare provider about how to avoid robocall scams



## Luckily, 83% of seniors are comfortable enough to contact law enforcement if they do fall victim of a robocall scam



For an in-depth look at TNS' Senior survey, check out the TNS website.



Transaction Network Services