



Scam
Awareness
& Fraud
Education

Training overview S.A.F.E. by Ayleen Charlotte

Empowering professionals to
support fraud victims



S.A.F.E.

A specialized full-day and face to face training designed to equip professionals with the knowledge, empathy, and tools to effectively communicate with victims of fraud and help them “break the spell.” This training is tailored to the specific needs of your organization or sector and includes psychological insights, practical communication strategies, and hands-on exercises.



For Whom

This training is ideal for professionals who interact with fraud victims, including:

- Call centre employees across various sectors
- Financial advisors
- Police officers
- Accountancy staff
- Bank staff
- Fraud Help Desk employees
- Victim support service providers

Facilitator

Ayleen Charlotte

widely recognized for her role in the 2022 Netflix documentary The Tinder Swindler, is now a leading global advocate for fraud prevention and victim support. Drawing from her own lived experience, Ayleen shares compelling and deeply human insights into the emotional and financial impact of fraud. Her powerful storytelling not only gives voice to victims but also inspires change across institutions and society.

Want to know more about Ayleen?

www.ayleencharlotte.com



Where

At **your preferred location**. The training is delivered in person for maximum impact.

How

The training is conducted **face-to-face** and combines theory with practical exercises. Participants will gain knowledge and hands-on tools to better support fraud victims.

Duration

The training lasts a full day, from **9:30 AM to 4:30 PM**, with time for arrival and networking.



Training Modules

1. The psychological and emotional impact of fraud

- Understand how fraud manipulates trust, love or authority.
- Learn about trauma responses and the deep emotional toll on victims.
- Recognize signs of shock, denial, shame and guilt.

2. Effective communication with fraud victims

- Apply trauma-informed communication techniques.
- Use language that reduces stigma and builds rapport.
- Learn how to listen actively and respond empathetically.

3. Breaking the Spell – Helping victims exit the scam

- Understand cognitive dissonance and emotional bonding with the scammer.
- Explore tools like “The Slow Painter” and narrative reframing.
- Empower victims to emotionally disconnect and regain control.

4. Supporting victims beyond the fraud

- Strategies for supporting recovery, socially, financially and psychologically.
- Connect victims with external resources (e.g. counselling, legal help).
- Understand long-term impact and how to maintain support.

5. Action Plan – Creating safer, more empathetic organizations

- Build an organizational action plan for victim-centered support.
- Train teams to recognize red flags early and respond appropriately.
- Create a roadmap for structural change and trauma-aware policies.



Why This Training

Each year millions of people worldwide fall victim to fraud leading to losses amounting to billions. Beyond financial harm victims often experience severe emotional and psychological damage, which can feel traumatic. There is still significant stigma and shame surrounding fraud, making it difficult for victims to seek help.

By applying trauma-sensitive communication organizations can reduce the emotional harm that victims experience. This approach aims to remove stigma, build trust and avoid victim-blaming. This will foster empowerment instead.

Breaking the spell of fraud requires empathetic interactions and helping victims regain control over their lives. There is immense value in training professionals to recognize emotional cues, reduce shame, and communicate in ways that empower victims.



This training will provide participants with

- Insights into the psychology of fraud: Understanding how fraud affects emotions and behaviour, including cognitive biases that make individuals vulnerable.
- Breaking the Spell: Strategies to help victims identify manipulation and emotionally detach from fraudulent narratives.
- Practical techniques for empathetic communication: Responding to victims with care, sensitivity, and active listening to build trust and rapport.
- Tools to empower victims: Helping them regain confidence, reduce self-blame, and take actionable steps toward recovery.
- Exercises and case studies: Applying new skills in real-life scenarios through interactive activities and discussions.
- Strategies for ongoing support: Guidance on connecting victims with additional resources, such as financial advisors or counselling services.

Let's create real impact together

Ready to empower your team?

Fraud is more than a financial issue; it's a deeply human one. With the right tools, insights, and communication strategies, your team can be the difference between a victim feeling isolated or empowered. This training isn't just about knowledge, it's about transformation.

Join me in building a safer and more empathetic world!

Price available upon request.



Contact Information

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