Where older Americans bank: elder fraud exposure at community banks and credit unions, by state

Research report · Adalma, Inc. · October 2026 · Public data only

KEY FINDINGS

Community banks and credit unions under $10 billion in assets operate 45,434 offices across the 50 states and D.C. The counties around those offices are 20.1% age 65 and older, against 18.9% for the country as a whole.

The densest older footprints are in Maine (24.9%), Vermont (24.6%), and Delaware and New Hampshire (both 23.9%). Hawaii and Montana follow at 22.9%.

The largest absolute numbers sit elsewhere. We estimate that California credit unions serve about 1.8 million members 65 and older, followed by Texas (1.3 million) and Florida (1.3 million). Across all states the estimate is about 20 million, out of 105 million members.

The lightest older footprints are in Utah (13.4%), District of Columbia (13.6%) and Texas (16.7%). Even there, older customers are a large group in absolute terms.

This report measures where older residents live near community institutions. It does not measure fraud losses, and it says nothing about any one institution.

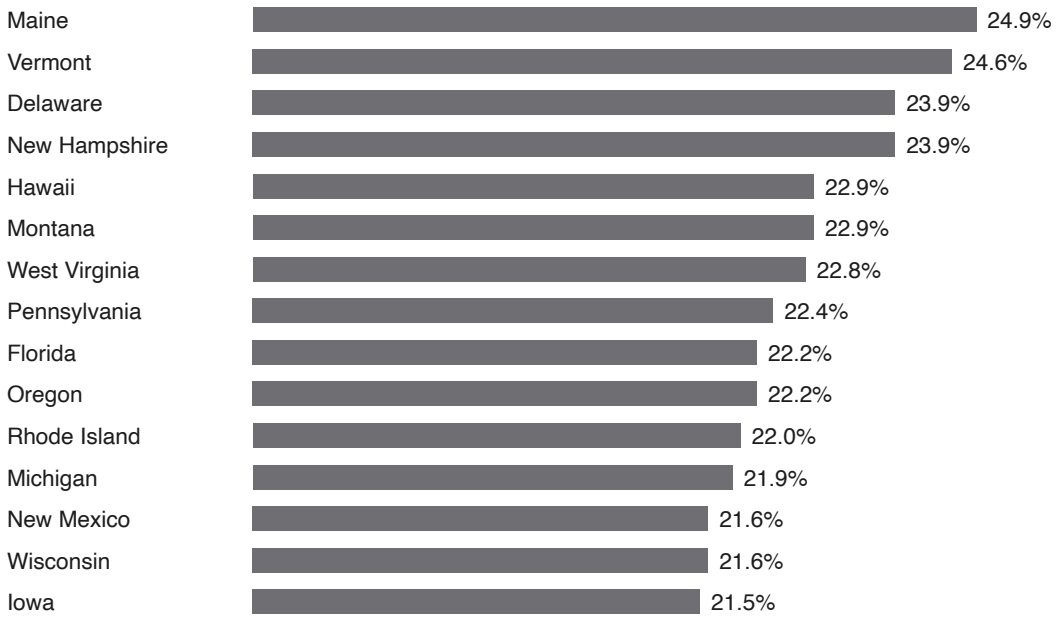
WHY OLDER CUSTOMERS MATTER FOR FRAUD TEAMS

Two federal findings frame how teams think about elder financial exploitation. FinCEN's April 2024 analysis found that about four in five elder exploitation filings involve strangers and about one in five involve someone the victim knows. The CFPB's February 2019 report on suspicious activity reports found that when the older adult knew the suspect, the average loss was about $50,000, compared with about $17,000 when the suspect was a stranger.

Both matter. Strangers account for most filings. Known-person cases are fewer and each one costs more. Staff at a community institution often see both kinds across the same counter.

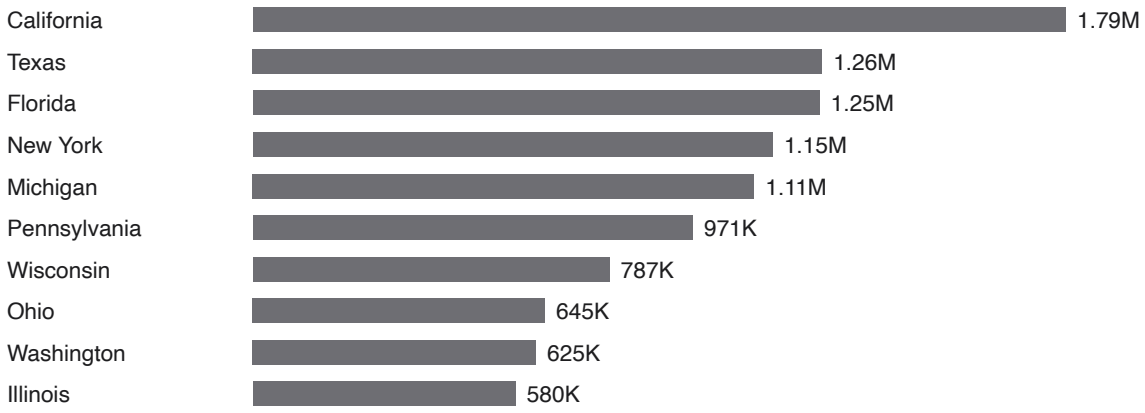
WHERE EXPOSURE IS HIGHEST

Share of residents 65 and older in the counties where community institutions have offices (office-weighted), top 15 states



Office-weighted means each office counts once, using the 65+ share of the county it sits in. U.S. share: 18.9%.

Estimated credit union members 65 and older, top 10 states (estimate)



Estimate only. Banks do not publish customer counts, so bank customers are not included.

STATE TABLE

Ranked by office-weighted share of residents 65 and older. Institutions are counted by headquarters state. Offices are counted where they sit. Older members are an estimate for credit unions only. Rank by older members is in the last column. Full data: state-summary.csv.

Rank	State	Institutions	Offices	65+ share, office-weighted	65+ share, whole state	Est. older CU members	Rank, older members
1	Maine	69	555	24.9%	24.6%	196,800	32

Rank	State	Institutions	Offices	65+ share, office-weighted	65+ share, whole state	Est. older CU members	Rank, older members
2	Vermont	24	187	24.6%	24.1%	105,200	42
3	Delaware	19	103	23.9%	22.8%	57,800	49
3	New Hampshire	28	332	23.9%	23.0%	190,700	34
5	Hawaii	48	244	22.9%	22.6%	201,100	30
5	Montana	73	370	22.9%	22.2%	106,300	40
7	West Virginia	113	384	22.8%	22.5%	89,500	45
8	Pennsylvania	354	1,733	22.4%	21.4%	970,800	6
9	Florida	168	1,368	22.2%	22.8%	1,250,700	3
9	Oregon	58	478	22.2%	21.0%	541,400	12
11	Rhode Island	18	169	22.0%	20.9%	108,400	39
12	Michigan	230	1,638	21.9%	20.5%	1,106,400	5
13	New Mexico	65	355	21.6%	21.1%	249,100	26
13	Wisconsin	243	1,723	21.6%	20.8%	787,200	7
15	Iowa	286	1,398	21.5%	20.1%	246,600	27
16	South Carolina	85	691	21.4%	21.1%	346,600	22
16	Wyoming	40	172	21.4%	20.7%	60,800	48
18	Arizona	43	345	21.0%	20.6%	460,500	15
18	Minnesota	295	1,384	21.0%	19.1%	395,900	20
20	North Dakota	85	443	20.9%	17.9%	43,300	51
20	Nebraska	184	884	20.9%	18.3%	98,800	44
20	New York	350	1,734	20.9%	19.3%	1,147,000	4
23	Kansas	238	1,186	20.7%	18.9%	177,300	36
24	Connecticut	87	500	20.6%	20.4%	200,800	30
24	Ohio	328	1,531	20.6%	20.2%	644,600	8
24	South Dakota	84	437	20.6%	19.4%	66,200	46
27	Illinois	485	2,401	20.5%	18.7%	580,000	10
28	Missouri	260	1,442	20.4%	19.6%	302,200	24
29	Massachusetts	195	1,010	20.3%	19.9%	444,300	16
30	Maryland	86	517	20.0%	18.4%	360,700	21
31	Alabama	178	1,151	19.9%	19.4%	462,700	14
31	Arkansas	118	916	19.9%	19.0%	102,700	43
31	Virginia	137	1,002	19.9%	18.4%	552,500	11
34	Washington	97	756	19.7%	18.3%	624,800	9
35	Mississippi	105	640	19.6%	19.3%	130,900	38
36	Tennessee	229	1,441	19.5%	18.6%	441,700	17
37	Kentucky	165	996	19.3%	18.8%	222,600	29
38	Idaho	34	261	19.2%	18.7%	146,300	37
38	Louisiana	231	1,151	19.2%	18.8%	277,300	25

Rank	State	Institutions	Offices	65+ share, office-weighted	65+ share, whole state	Est. older CU members	Rank, older members
40	Colorado	120	663	19.1%	17.1%	342,300	23
41	Indiana	197	1,270	19.0%	18.4%	493,800	13
42	North Carolina	84	604	18.9%	18.9%	415,400	19
43	New Jersey	166	699	18.8%	18.5%	196,000	33
44	Nevada	21	120	18.7%	18.3%	105,500	40
45	Oklahoma	211	952	18.4%	18.0%	240,300	28
46	Georgia	188	1,020	18.1%	16.7%	442,200	17
47	California	312	1,844	17.8%	17.5%	1,793,700	1
48	Alaska	12	136	17.1%	15.8%	46,300	50
49	Texas	688	3,566	16.7%	14.9%	1,256,200	2
50	District of Columbia	32	98	13.6%	13.6%	63,400	47
51	Utah	65	434	13.4%	13.0%	181,900	35

Ties share a rank. The District of Columbia is shown as a state equivalent. Territories are excluded.

METHOD AND SOURCES

Institutions in scope

3,768 FDIC-insured community banks (FDIC's community bank flag) under $10 billion in assets, and 4,263 federally insured credit unions under $10 billion in assets. All are headquartered in a state or D.C.

Offices

24,724 bank offices from the FDIC BankFind locations file and 20,710 credit union offices from NCUA's branch information file. Main offices and branches both count. Each office is placed in its county.

Older share of the footprint

For each office we take the share of county residents who are 65 and older (Census Bureau Vintage 2025 county estimates, July 1, 2025). We average that share across offices in a state. This is a measure of where offices sit. It is not the age mix of customers.

Estimated older members

For each credit union we split its reported membership evenly across its offices, then multiply each office's share by its county's 65+ share. We add the results by state of office. This assumes members mirror the age mix of the county and live near the office where we count them. Treat the numbers as rough. We make no estimate for banks.

Ranking

The main ranking uses the office-weighted 65+ share. It favors places where older residents are a large part of the local population. A second rank, by estimated older credit union members, shows where the largest absolute numbers are.

Sources

NCUA Call Report data, June 30, 2026 (FOICU, FS220 and Credit Union Branch Information files). FDIC BankFind Suite API, index institutions_20261023090007 (October 23, 2026). U.S. Census Bureau, County Population by Characteristics, Vintage 2025. CFPB, Suspicious Activity Reports on Elder Financial Exploitation, February 2019. FinCEN, financial trend analysis on elder financial exploitation, April 2024.

Limits

County age mix is not customer age mix. Online and out-of-county members are not captured. Some offices are shared or limited-service. 19 offices (0.0%) could not be matched to a county and are left out of the age averages. Connecticut counties were replaced by planning regions in the Census data, and we matched each office to its region. Small states have few institutions, so one institution can move their numbers. Call Report

and BankFind data change every quarter. Individual institutions are not scored or named in this report.

WHAT INSTITUTIONS CAN DO

None of this requires new software. Most of it is process.

Look at your own footprint first. Pull the 65+ share for the counties your offices serve and compare it with the state figure above. Branches in older counties may need more training time and a faster escalation path.

Train for both patterns. Strangers show up as urgent wires, gift cards, crypto purchases and sudden changes in routine. Known-person cases show up as a new signer, a power of attorney agent moving money, or a household member who answers for the customer. Tellers see different signs in each.

Ask for a trusted contact. Many customers will name one if asked at account opening or at a routine visit. It gives you someone to call when something looks off.

Write down a hold-and-escalate path. Staff should know who to call, what they can pause, and when to bring in the BSA officer, without waiting for a manager to be found.

Use the FinCEN elder financial exploitation key term in SAR narratives so the filings can be found and counted. Keep a current contact for your county's Adult Protective Services, and for local law enforcement who handle financial crimes.

Review the cases you already have. Count how many involved a known person and how many a stranger, and see whether your own mix looks like the national one.

ABOUT ADALMA

Adalma, Inc. builds Cernio, a fraud and BSA platform for community banks and credit unions, focused on elder scams and exploitation. Contact: Vivek Raghunathan, Founder & CEO, vivek@adalma.ai.