

TELEPHONY SCAMS ARE INCREASING

METHODS: VoIP, Internet and Direct Contact

The Card Alert Service recently reported that text message scams were targeting residents. A member financial institution has notified that residents are still being contacted in a variety of ways by phishing criminals. This threat appears to be increasing and requires an immediate action plan to prevent additional losses. This particular phishing technique is also being employed in other regions of the United States.

FACTS:

- Victims are instructed to visit a website to update important account information.
- A specific financial institution is referenced within each text message.
- Live telephone calls are also being placed to potential victims by persons who claim to represent a financial institution.
- Automated calls are being made at unusual hours normally considered "off limits" by most financial institutions. *Example:* Some calls have been received by account holders after 12:00AM.
- Target victims appear to be random. There is no evidence to suggest that the perpetrators of this scam possess information specific to a particular financial institution.
- Debit and credit card information, expiration dates, PINS, as well as account information and social security numbers are requested by the phishing scam perpetrators.

SUGGESTED BEST PRACTICES:

- Do not authorize any Debit cards or ATM withdrawals if card verification values are incorrect or missing. Visa issuers refer to this code as SVV while MasterCard issuers refer to this code as CVC. Phishing scams have no direct method to capture this information from the consumer because the information is not visible.
- Never give card or account information out to a random caller or respond to emails requesting you submit personal information.
- This bank will never call you asking for private information on your card over the phone such as SVV/CVC code on the card, social security number, checking account number or other personal information.

- We do have fraud protection that may on rare occasions contact you to see if you have made a purchase with your card at a certain location, but should not ask for personal information.

IF YOU SHOULD RECEIVE A PHONE CALL AND YOU ARE UNSURE DO NOT ANSWER THE QUESTIONS. OBTAIN A CALL BACK NUMBER AND CALL US IMMEDIATELY AT 806-997-4351.