



SECURITY
& FRAUD
NEWSLETTER

BANK IMPERSONATION SCAM

*Learn how to identify a bank impersonation scam,
what to do and not to do if you are a victim.*

A bank impersonation scam is a type of malicious activity where an individual impersonates a bank or a bank employee in order to take money and/or steal personal and account information. Beware of bank impersonators and never give out personal information to anyone.

COMMON IMPERSONATION SCAMS:

Phone Call: A scammer will call you using a fake number or one that appears to be from your financial institution. To pull you in, they typically ask about a purchase on your account or if you have recently used an ATM. The call is spoofing and is used to trick the victim into giving the scammer information about their account. Be careful of a false sense of urgency and hang up if you question the call- even if it sounds authentic.

Email: Avoid clicking on mailbox credentials. A bank will never ask you to

make a payment to access your account. If you are nervous about clicking a link or question its legitimacy, hover over it first to see where the URL takes you. Be mindful that banks will not demand action urgency. Always be on alert, and never trust email links.

Text Message: When receiving a text message from an unknown number, always be skeptical and never click the links. Banks will never ask for personal information over a text message. If you are questioning the legitimacy of a text, directly call your bank.

SAFETY TIPS

lock down your accounts.

- Set up multi-factor authentication on your mobile device accounts.
- Change your passwords, and make them complex with numbers or symbols.
- Be cautious when transferring money, always verify before you send.
- Avoid clicking links to unfamiliar websites. Download anti-virus software for electronic devices.

Century Bank and Trust will **NEVER** contact you to request personal information such as social security numbers, account numbers, user IDs, debit or ATM card numbers, PINs, or passwords via e-mail, telephone, or fax. **Do not respond to these requests.** These are fraudulent attempts to obtain your information. If you receive such a request, contact us immediately at (866) 680-2265.

[Visit our Website for More Fraud Prevention Tips](#)

STAY AWARE. STAY SAFE.

For more information about scams and fraud prevention visit www.consumerfinance.gov

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Century Bank and Trust | 100 W Chicago St., Coldwater, MI 49036

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mashaunschabloski@centurybt.com

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