

# Digital Banking Safety: Scam Red Flags

## Here's What to look for...



### Fake invoices or notices that look real

**Spot:** Fake invoices that appear to be from a real business, phony debt collection notices, and spam emails aimed at unsuspecting consumers hoping they will pay up before checking their records.

**Know:** Never send money or provide personal information to unknown people or companies. If you are receiving an invoice or collection notice for something you didn't purchase - contact the company using a separate source for contact information. NEVER click on the email.



### Upfront money requests

**Spot:** Required to send money up front to receive a prize, lottery winnings or gift card.

**Know:** Legitimate companies never require someone to pay money up front in order to receive a prize.



### Wire money now

**Spot:** You are instructed to urgently send money by wire transfer, cash app or reloadable gift card.

**Know:** Never send money to someone you do not know and cannot verify. Sending money in these forms is the same as sending cash—it is nearly untraceable, and once the money is sent, it is generally gone for good.



### Provide personal or financial information

**Spot:** Banks, government agencies, and legitimate companies will NEVER ask for this type of information by unsolicited phone, email or text message. Scam artists impersonate these types of entities and use false messages to get your personal and financial information.

**Know:** Banks, government agencies, and legitimate companies will NEVER ask for this type of information by unsolicited phone, email or text message. Scam artists impersonate these types of entities and use false messages to get your personal and financial information. **Know:** Never provide your private information in response to an unsolicited call, email, or text message. Verify the entity by calling the number listed on the company's website or your bill.

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### **A sense of urgency – asked to act quickly**

**Spot:** Scam artists may say that there is a limited time to act in order to get people to pay money before they have time to think the situation through. These scammers can appear to be hospitals, bail bondsmen, the IRS or family members.

**Know:** There isn't anything that can't wait long enough for you to verify the legitimacy. If you feel rushed, hang up and call the business, person or agency directly.



### **Cashier checks and money orders**

**Spot:** Scam artists can create counterfeit checks and money orders that look remarkably authentic. After your financial institution cashes a check or money order, it generally has up to two weeks to reverse the transaction. If the check or money order ultimately ends up being counterfeit, your financial institution will probably hold you responsible for any portion of the funds that were used or sent back to the scam artist.

**Know:** Never try to cash a check from someone that you do not know or that you can't verify. If it is too good to be true, it probably is. \*There are legitimate contests that your financial institution or a known business may run, but you can verify by visiting your local branch or contacting the business using a number from a source other than the contact provided with the check or money order.



### **It sounds too good to be true**

**Spot:** If something sounds too good to be true, it probably is. Trust your gut, and if you notice any of these signs of fraud during a transaction, it's a strong indication that you're being targeted by a scam.

**Know:** Don't be afraid to say "no." If something doesn't seem right, tell the person you're not interested. Don't be afraid to hang up the phone, or to not respond to future calls, text messages or emails from the person.

**Ask a friend, family member, or neighbor for their opinion.** Asking a trusted person or agency about the situation may help you spot the scam and save you from being victimized.

**Don't be rushed.** If you are pressured to act quickly, take time to think things through.

**When in doubt, don't give it out.** If you question who is contacting you, don't give them any private information.

**Research the offer.** A simple internet search can sometimes yield a lot of information, including consumer reviews, complaints, and other postings.