

WHAT IS THE DIFFERENCE?



SCAMMER

VS

BANKER

- NEEDS ALL YOUR INFORMATION.
- IMPERSONATES THE BANK.
- “SPOOFS” THE BANK’S PHONE NUMBER
- SUBTLY ASKS FOR FULL DETAILS FOR ACCOUNTS AND PERSONAL IDENTITY.

- HAS ALL YOUR INFORMATION
- NEEDS TO CONFIRM THEY ARE SPEAKING TO YOU, THE CUSTOMER.
- ASKS FOR CONFIRMATION OF PARTIAL INFORMATION.
- NEVER INITIATES A CALL TO RECEIVE YOUR FULL ACCOUNT INFORMATION.

IF IN DOUBT, HANG UP IMMEDIATELY AND CONTACT CUSTOMER SUPPORT AT 877-611-3118 OR YOUR LOCAL BANK REPRESENTATIVE.

CONFIRMING PARTIAL INFORMATION IS NOT GIVING AWAY PERSONAL IDENTIFYING INFORMATION.

“CAN YOU CONFIRM YOUR FULL ADDRESS FOR ME?”



“What is your zipcode?”

“CAN YOU CONFIRM YOUR ACCOUNT NUMBER?”



“Can you verify the last 4 of your account number?”

“CAN YOU VERIFY YOUR SOCIAL SECURITY NUMBER?”



“Can you verify the last 4 of your social security number?”

“CAN YOU TELL ME ALL 16 DIGITS OF YOUR DEBIT CARD?”



“Can you confirm the final 4 of the debit card connected to the account?”

“CAN YOU CONFIRM YOUR IDENTITY BY TELLING US YOUR USERNAME AND PASSWORD FOR ONLINE BANKING?”



First Security will **NEVER** ask you for login credentials.