



Coastline has recently learned of a telephone scam attempting to obtain cardholder information. The details are as follows:

#### **Event Characteristics**

Cardholders have received computer-generated calls claiming to be from their financial institution. The calls claim their accounts have been frozen and then direct the cardholder to call a toll-free number to leave their debit card information in order to reactivate any cards. The toll-free number includes a recorded message that asks the customer to key their account number, card expiration date, and PIN.

#### **Recommendations**

Cardholder awareness is key in combating fraud. Should you receive any questionable calls, please make sure you do not provide your personal information.

In addition, please be aware of the following tips and/or characteristics of a fraudulent phone call:

- Make sure you [*i.e. cardholder*] initiate the contact, and the institution verifies your identity with questions only you would know.
- To verify whether a call is legitimate, call your bank or visit its website, using phone numbers or internet addresses from your bank statement or account documentation. Do not call back a number provided over the phone or click on a link in an email.
- Most communications will include something that will concern or excite you.
- If you have been the victim of a scam, file a complaint at local law enforcement.
- Notify your financial institution.

As with all possible fraudulent situations, you are encouraged to take appropriate measures if a scam is suspected. Note that an excessive number of attempts at small dollar preauthorizations may be an indication of intent to commit fraud.

If you have questions, please contact us at 904-346-1700 option 3..