



# Phone Call Scams

Scammers sometimes try to cheat you out of your money by impersonating your bank over the phone. In some scams, they act friendly and helpful. In others, they'll threaten or scare you. Scammers will often ask for your personal information, or get you to send them money. Banks never will.

## Watch out for a false sense of urgency

Scammers might threaten you by saying “act now or your account will be closed,” or even “we’ve detected suspicious activity on your account” — don’t give into the pressure.

## Never give out sensitive information

Never share sensitive information like your bank password, PIN, or a one-time login code with someone who calls you unexpectedly — even if they say they’re from your bank.

## Don’t rely on caller ID

Scammers can make any number or name appear on your caller ID. Even if your phone shows it’s your bank calling, it could be anyone. Always be wary of incoming calls.

## If you have any doubts, hang up

Whether it’s a scammer impersonating your bank or a real call, stay safe by ending unexpected calls and dialing the number on the back of your bank card instead.

**If you ever have a question about keeping your information safe, give us a call at 773.384.2030.**

