

## FOR IMMEDIATE RELEASE

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## BEWARE: PHISHING SCAM

*Boise* – The Idaho Bankers Association is spreading the word to consumers about the latest telephone phishing scam that started this weekend and is still very active.

### **What's Happening**

Consumers across Idaho have been receiving phishing phone calls from an automated phone service. The fraudsters placing these phishing calls are claiming to be from Wells Fargo Bank, or perhaps another bank, and are saying that the customer's card is in danger of being closed or has been closed already. The customer is then instructed to enter their card number and PIN. If a customer follows these instructions, they have just provided the fraudsters with valuable personal information that can be used for fraudulent purposes.

The automated messages are not all the same, but the outcome is still the same, the consumer has compromised their account information. Some calls use a generic term and refer to a bank card; other calls refer specifically to a debit card. Some consumers are instructed to call another number to confirm a large out-of-pattern purchase. Once the call is placed, they are asked for their card and other personal information such as Social Security number, mother's maiden name, etc.

### **What the IBA Says Consumers Should Do:**

- If you are suspicious about a request for personal information that you've received by phone, email, text message, website, or mail, you should first verify the request. Use a known and legitimate source to confirm the request by calling the number listed on your bank's website, billing or bank statement, or on the back of your debit or credit card.
- Consumers should **never** share their mother's maiden name, Social Security Number, bank account numbers, or account usernames and PINs/passwords without prior verification – from another source - of who is asking for the information.
- If consumers receive these calls, they should contact their bank immediately.

### **If You are a Wells Fargo Customer:**

- If a Wells Fargo customer receives a suspicious email, text or call, and did not share any personal account information, the message should be forwarded to:  
[reportphish@wellsfargo.com](mailto:reportphish@wellsfargo.com).

If a Wells Fargo customer receives a suspicious email, text or call claiming to originate from Wells Fargo -- **and the customer provided personal or account information** -- they should call 1-866-867-5568.

Dawn Justice, President and CEO of the IBA said that *" These types of scams surface periodically, using different bank names. The most important thing for consumers to remember is not to provide any personal identifying information before confirming from another source that the request for such information is truly legitimate."*

*The Idaho Bankers Association is a statewide bankers' trade association, representing all types and sizes of banks operating in Idaho.*