

Pacific National Bank

FRAUD AND CUSTOMER NOTIFICATION ALERTS

Date: 01/07/19
Subject: **Tax Identity Theft Awareness Week**

As Americans begin the process of filing tax returns, identity thieves are scheming to get their hands on that money. Tax Identity Theft has been the most common form of identity theft reported to the Federal Trade Commission for the past five years. PNB is using Tax Identity Theft Awareness Week, January 28-February 1 2019, to raise consumer awareness and provide tips to prevent Tax Identity fraud.

Identity thieves look for every opportunity to steal your information, especially during tax season, and consumers should be on high alert and take every step they can to protect their personal and financial information.

Tax Identity Fraud takes place when a criminal files a false tax return using a stolen Social Security number in order to fraudulently claim the refund. Identity thieves generally file false claims early in the year and victims are unaware until they file a return and learn one has already been filed in their name.

To help consumers prevent Tax Identity fraud, PNB is offering the following tips:

- **File early.** File your tax return as soon as you're able giving criminals less time to use your information to file a false return.
- **File on a protected wi-fi network.** If you're using an online service to file your return, be sure you're connected to a password-protected personal network. Avoid using public networks like a wi-fi hotspot at a coffee shop.
- **Use a secure mailbox.** If you're filing by mail, drop your tax return at the post office or an official postal box instead of your mailbox at home. Some criminals look for completed tax return forms in home mailboxes during tax season.
- **Find a tax preparer you trust.** If you're planning to hire someone to do your taxes, get recommendations and research a tax preparer thoroughly before handing over all of your financial information.
- **Shred what you don't need.** Once you've completed your tax return, shred the sensitive documents that you no longer need and safely file away the ones you do.
- **Beware of phishing scams by email, text or phone.** Scammers may try to solicit sensitive information by impersonating the IRS. Know that the IRS will not contact you by email, text or social media. If the IRS needs information, they will contact you by mail first.
- **Keep an eye out for missing mail.** Fraudsters look for W-2s, tax refunds or other mail containing your financial information. If you don't receive your W-2s, and your employer indicates they've been mailed, or it looks like it has been previously opened upon delivery, contact the IRS immediately.

If you believe you're a victim of Tax Identity Theft or if the IRS denies your tax return because one has previously been filed under your name, alert the IRS Identity Protection Specialized Unit at 1.800.908.4490. In addition, you should:

- **Respond immediately to any IRS notice** and complete IRS Form 14039, Identity Theft Affidavit.
- **Contact your bank immediately**, and close any accounts opened without your permission or tampered with.
- **Contact the three major credit bureaus** to place a 'fraud alert' on your credit records:
 - Equifax, www.Equifax.com, 1.800.525.6285
 - Experian, www.Experian.com, 1.888.397.3742
 - TransUnion, www.TransUnion.com, 1.800.680.7289
- **Continue to pay your taxes** and file your tax return, even if you must do so by paper.

More information about tax identity theft is available from the FTC at ftc.gov/taxidtheft and the IRS at irs.gov/identitytheft.

In order to protect your personal information:

- Check your credit report on a regular basis for incorrect information. You are entitled to one free credit report each year at www.annualcreditreport.com or by calling 1.877. 322.8228.
- Do not to respond to any email that directs you to update your personal information by replying to the email or by dialing a telephone number. Only use the customer service number on the back of your debit or credit card.
- PNB personnel will never ask you to update your personal information via email or over the telephone.
- You may contact the Federal Trade Commission ("FTC") or law enforcement to report incidents of identity theft or to learn about steps you can take to protect yourself from identity theft. You may contact the FTC by calling 1.877.IDTHEFT (1.877.438.4338) or online at <https://www.ftccomplaintassistant.gov/>.

Date: 10/01/18
Subject: **Cybersecurity Awareness Month**

Pacific National Bank Offers Tips for Protecting Yourself Online
October is National Cybersecurity Awareness Month

The internet is a powerful resource that many Americans have come to depend on for everyday activities like shopping, banking, and connecting with friends. Yet, for all the internet's advantages, it can also make users vulnerable to fraud, identity theft and other scams. "As cybercrime becomes more prevalent, it is important for users to take steps to protect themselves online," said PNB's Pamela Wendel, Senior Vice President, Chief Operations Manager. "Safeguarding your personal information and money is a partnership between you and your bank. We work diligently to protect your information and so should you."

In recognition of National Cybersecurity Awareness Month, PNB offers the following tips to help consumers stay safe and secure online:

- **Keep your computers and mobile devices up to date.** Having the latest security software, web browser, and operating system are the best defenses against viruses, malware, and other online threats. Turn on automatic updates so you receive the newest fixes as they become available.
- **Set strong passwords.** A strong password is at least eight characters in length and includes a mix of upper and lowercase letters, numbers, and special characters. If you suspect someone know your password, change it immediately.
- **Watch out for phishing scams.** Phishing scams use fraudulent emails and websites to trick users into disclosing private account or login information. Do not click on links or open any attachments or pop-up screens from sources you are not familiar with.
 - Forward phishing emails to the Federal Trade Commission (FTC) at spam@uce.gov – and to the company, bank, or organization impersonated in the email.
- **Keep personal information personal.** Hackers can use social media profiles to figure out your passwords and answer those security questions in the password reset tools. Lock down your privacy settings and avoid posting things like birthdays, addresses, mother's maiden name, etc. Be wary of requests to connect from people you do not know.
- **Secure your internet connection.** Always protect your home wireless network with a password. When connecting to public Wi-Fi networks, be cautious about what information you are sending over it.
- **Shop safely.** Before shopping online, make sure the website uses secure technology. When you are at the checkout screen, verify that the web address begins with *https*. Also, check to see if a tiny locked padlock symbol appears on the page.
- **Read the site's privacy policies.** Though long and complex, privacy policies tell you how the site protects the personal information it collects.

Date: 09/05/18
Subject: **FAKE CHECK SCAMS**

The American Bankers Association published a Fake Checks Infogram outlining below the FAKE CHECKS SCAM.

Did someone send you a check and ask you to send some money back?

- Maybe:
 - You win a prize and are told to send back taxes and fees.
 - You sold an item online and the buyer overpays.
 - You get paid as a "secret shopper" and are told to wire back money.
- In ALL cases:
 - You get a check.
 - They ask you to send back money.
 - IT IS A SCAM
- If it is a fake check, why is money in your account?
 - Banks have to make deposited funds available quickly. It's the law. But the bank may not learn for days that the check was bad. By then, the scammer has your money. AND... you have to repay the bank. **REMEMBER – just because the check has cleared, does not mean it is good.**
- WHAT TO DO:

- Be wary. Talk to someone you trust and contact your bank before you act.
- Never take a check for more than your selling price.
- Selling online? Consider using an escrow or online payment service.
- **Never send money back to someone who sent you a check.**

If you are the recipient of this type of scam, tell the Federal Trade Commission: ftc.gov/complaint

Ftc.gov/ScamAlerts aba.com/Consumers

Date: 07/13/18

Subject: **Fictitious Notification Regarding the Release of Funds Supposedly Under the Control of the Office of the Comptroller of the Currency**

The Office of the Comptroller of the Currency (OCC) has been reported that consumers have reported receiving fictitious e-mail messages, allegedly initiated by the Office of the Comptroller of the Currency (OCC), regarding funds purportedly under the control of the OCC.

Any communication claiming that the OCC is involved in holding any funds for the benefit of any individual or entity is fraudulent. The OCC does not participate in the transfer of funds for, or on behalf of, individuals, business enterprises, or governmental entities.

Consumers have reported receiving email messages from the following email addresses, which are not associated with the OCC: [treasurydepartment@cyberservices.com] and [ddw@occ-treas.org]. The communication may include a fictitious "Letter of Authorization" with a signature name of "Anhar Tonny Coptalen, Comptroller General Of The Currency." The perpetrators may request, among other data, bank account information, including bank statements, with the purported purpose of making a large dollar deposit into the potential victim's account.

Before responding in any manner to any proposal supposedly issued by the OCC that requests personal account information, or that requires the payment of any fee in connection with the proposal, the OCC recommends that consumers file complaints with the following agencies, as appropriate:

- OCC: by e-mail at occalertresponses@occ.treas.gov; by mail to the OCC's Special Supervision Division, 400 7th St. SW, MS 8E-12, Washington, DC 20219; by fax to (571) 293-4925; or by calling the Special Supervision Division at (202) 649-6450.
- U.S. Department of the Treasury, Office of Inspector General (OIG): by telephone at (800) 359-3898 or by visiting the [OIG website](#).
- Federal Trade Commission (FTC): by telephone at (877) FTC-HELP or, for filing a complaint electronically, via the FTC's [website](#).
- National Consumers League (NCL): by telephone at (202) 835-3323 or by [email](#). To file a fraud complaint, visit the NCL fraud [website](#).
- Better Business Bureau (BBB): The BBB system serves markets throughout Canada, Puerto Rico, and the United States and is the marketplace leader in advancing trust between businesses and consumers. The [website](#) offers contact information for local BBBs, objective reports on more than 2 million businesses, consumer scam alerts, and tips on a wide variety of topics that help consumers find trustworthy businesses and make wise purchasing decisions.
- [Federal Bureau of Investigation Internet Crime Complaint Center](#) (to report scams that may have originated via the internet).
- If correspondence is received via the U.S. Postal Service, contact the U.S. Postal Inspection Service by telephone at (888) 877-7644; by mail at U.S. Postal Inspection Service, Office of Inspector General, Operations Support Group, 222 S. Riverside Plaza, Suite 1250, Chicago, IL 60606-6100; or via the [online complaint form](#).

Consumers who have provided bank account information should contact their financial institutions immediately to report the issue and discuss options to protect their account assets. Consumers who have had their personal information compromised should visit the Federal Trade Commission's website at www.ftc.gov and follow the guidance for identify theft.

Information regarding the subject of this or any other alert that you wish to bring to the attention of the OCC may be sent to occalertresponses@occ.treas.gov.

FRAUD ALERT

Dear Customer:

It is important to identify and combat a type of Internet scam known as "phishing". The term is a play on the word "fishing," and that's exactly what Internet thieves are doing--fishing for confidential financial information, such as account numbers and passwords. With enough information, a con artist can run up bills on another person's credit card or, in the worst case, even steal that person's identity.

In a common type of phishing scam, individuals receive e-mails that appear to come from their financial institution. The e-mail may look authentic, right down to the use of the institution's logo and marketing slogans. The e-mails often describe a situation that requires immediate attention and then warn that the account will be terminated unless the e-mail recipients verify their account information immediately by clicking on a provided link.

The link will take the e-mail recipient to a screen that asks for account information. While it may appear to be a page sponsored by a legitimate financial institution, the information will actually go to the con artist who sent the e-mail.

The federal financial regulatory agencies want consumers to know that they should never respond to such requests. No legitimate financial institution will ever ask its customers to verify their account information online. It is also advisable:

- Never click on the link provided in an e-mail if there is reason to believe it is fraudulent. The link may contain a virus.
- Do not be intimidated by e-mails that warn of dire consequences for not following their instructions.
- If there is a question about whether the e-mail is legitimate, go to the company's site by typing in a site address that you know to be legitimate.
- If you fall victim to a phishing scam, act immediately to protect yourself by alerting your financial institution, placing fraud alerts on your credit files and monitoring your account statements closely.

If you believe that you have provided sensitive financial information about yourself through a phishing scam, you should:

- Immediately contact your financial institution.
- Contact the three major credit bureaus and request that a fraud alert be placed on your credit report. The credit bureaus and phone numbers are: Equifax, 1-800.525.6285; Experian, 1.800.397.3742; and TransUnion, 1.800.680.7289.
- File a complaint with the Federal Trade Commission, FTC at www.consumer.gov/idtheft, or by calling 1.877.438.4338.

AVISO DE FRAUDE

Estimado Cliente:

Es importante identificar y combatir un tipo de fraude a través del Internet conocido como "phishing". Este término viene de la palabra "fishing" (pescando), y es exactamente lo que están haciendo los estafadores por Internet, pescando información financiera confidencial de una persona, como son sus números de cuenta y claves. Con suficiente información, un estafador puede hacer crecer rápidamente cuentas de pagos en la tarjeta de crédito de una persona, o en el peor de los casos, robar la identidad de un individuo.

En una forma común de fraude, las personas reciben correos electrónicos que parecen venir de su institución financiera. El correo electrónico puede parecer auténtico, con logotipo y lemas de mercadeo de la institución. Los correos electrónicos a menudo describen una situación que requiere inmediata acción y luego alertan que la cuenta será cerrada, a menos que quienes estén recibiendo el mensaje verifiquen inmediatamente la información de sus cuentas haciendo "click" en el enlace proporcionado.

El enlace llevará el correo electrónico de quien recibe el mensaje a una pantalla que le pedirá información de la cuenta, y aunque pueda lucir como una página patrocinada por una institución financiera legítima, en realidad la información irá al portal del estafador que envió el correo electrónico.

Las agencias reguladoras federales financieras desean que los consumidores conozcan que nunca deberían responder a tales solicitudes. Ninguna institución financiera legítima le pedirá a sus clientes verificar información de sus cuentas a través del Internet.

También es aconsejable:

- Nunca hacer "click" al enlace proporcionado, dentro de un correo electrónico, si hay razón para creer que es fraudulento. El enlace puede contener virus. - No se deje intimidar por correos electrónicos que alertan de lamentables consecuencias por no seguir sus instrucciones.
- Si cree que el correo electrónico no es legítimo, visite el portal de la empresa usando la dirección de Internet que usted sabe es legítima.
- Si Ud. es víctima de fraude por Internet, para su protección, debe actuar rápidamente notificando a su institución financiera, colocando alertas de fraude en sus archivos de crédito y monitoreando sus estados de cuenta constantemente.

Si cree que ha proporcionado información financiera confidencial a través de este tipo de fraude, Ud. debe: -

Informar inmediatamente a su institución financiera.

- Contactar a las tres agencias nacionales de crédito y solicitar se coloque una alerta de fraude en su reporte de crédito. Los nombres y teléfonos de estas agencias son: Equifax 1.800.525.6285; Experian 1.800.397.3742; y TransUnion 1.800.680.7289.
- Presentar queja formal con la Comisión Federal de Comercio, FTC a través de la página de Internet www.consumer.gov/idtheft o llamando al número 1.877.438.4338.

Member FDIC

Tel.: 305.539.7500 • Fax: 305.539.7600 • Direct Call: 305.539.7574 – From Ecuador