

Pacific National Bank

FRAUD AND CUSTOMER NOTIFICATION ALERTS

Date: 08/23/21
Subject: **T-Mobile Cybersecurity Incident**

On August 16, 2021, T-Mobile announced an investigation into a data breach incident. The company has expressed confidence that the entry point used to gain access has been closed. Until T-Mobile has completed their assessment, they cannot confirm the reported number of records affected or the validity of statements made by others. T-Mobile has not yet specified the period of time that the potential data breach occurred.

Since cardholders can receive Text Verifications via their cell phones, as with any card compromise, phishing attempts may occur as fraudsters try to trick cardholders into providing any missing confidential details in order to perpetrate fraud. Cardholders should never give out full card numbers, passwords (either to bank or merchant accounts), Social Security numbers, or other sensitive information over the phone.

Date: 02/17/21
Subject: **Fictitious Notification Regarding the Release of Funds Supposedly under the Control of the Office of the Comptroller of the Currency**

Consumers have reported receiving various fictitious email messages related to an inheritance/beneficiary scam, which allege to be initiated by the Office of the Comptroller of the Currency (OCC) or senior officials of the agency regarding funds purportedly under the control of the OCC. The notification informs the recipient that a REVENUE TRANSFER ORDER CERTIFICATE/CLEARANCE IDENTIFICATION PIN is required to allow for a purported transfer of funds. Potential victims may be instructed to contact one of the following individuals within 48 hours:

- Chung Lee Pui, Fraud and Payments Agent, ATOM Bank of England, Northumbria House, Akley Heads Durham, DH1 5TS England. Mr. Pui's contact information is provided as +44-703-193-7992.
- Walter Hama, Fraud and Payments Agent, ATOM Bank London Office, Northumbria House, Akley Heads Durham DH1 5TS City in England. Mr. Hama's contact information is provided as +44-745-205-7102 or [walterhamaatombankcustomers@gmail.com].

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. Do not respond in any manner to any proposal purported to be issued by the OCC that requests personal account information or requires the payment of any fee in connection with the proposal, or that suggests the OCC is a participant in the transfer of funds for or on behalf of others. The OCC recommends that consumers file complaints with the following agencies, as appropriate:

- OCC: by email at occalertresponses@occ.treas.gov; 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 at <https://www.treasury.gov/about/organizational-structure/ig/Pages/OigOnlineHotlineForm.aspx>.
- Federal Trade Commission (FTC): by telephone at (877) FTC-HELP or, for filing a complaint electronically, via the FTC's website at <https://reportfraud.ftc.gov/#/>.
- National Consumers League (NCL): by telephone at (202) 835-3323 or by at <https://nclnet.org/contact/>. To file a fraud complaint, visit the NCL fraud at <https://fraud.org/>.
- 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 - <https://www.bbb.org/> - 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. <https://www.bbb.org/>
- Federal bureau of Investigation Internet Crime Complaint Center at <https://www.ic3.gov/> (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 compliant form at <https://ehome.uspis.gov/fcsexternal/default.aspx>.

For additional information regarding other types of financial fraud, please visit the OCC's Fraud Resources page - <https://www.occ.gov/topics/consumers-and-communities/consumer-protection/fraud-resources/index-fraud-resources.html>

Date: 02/17/21
Subject: **Unauthorized Banking**

The Office of the Comptroller of the Currency (OCC) has been informed that an entity using the name of National Bank and Trust and reporting to be located at 255 California Street #9, San Francisco, Calif., is misrepresenting itself as a national bank. National Bank and Trust purports to be a financial institution offering business banking services. This entity is not a licensed or chartered bank. Consumers have reported receiving telephone calls claiming the individuals have won sweepstakes prizes. In order to collect the prize, potential victims are informed that a large-dollar fee must first be paid. Shortly after receiving the prize notification, potential victims have been receiving unsolicited telephone calls from an individual using the name of Tom Sawyer and purporting to be an officer with the National Bank and Trust. Mr. Sawyer claims to want to assist the individuals in securing financing to pay this required fee. The domains in use by this fictitious entity are [nationalbankandtrust.com] and [bknationalus.com]. Consumers receiving email correspondence from either of these domains should consider the messages to be fictitious and should not respond. Telephone numbers associated with this entity are: (415) 363-0161 and 1 (877) 975-8147.

The OCC recommends that consumers victimized by this scam file complaints with the following agencies, as appropriate:

- OCC: by email at occalertresponses@occ.treas.gov; 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 at <https://www.treasury.gov/about/organizational-structure/ig/Pages/OigOnlineHotlineForm.aspx>.
- Federal Trade Commission (FTC): by telephone at (877) FTC-HELP or, for filing a complaint electronically, via the FTC's website at <https://reportfraud.ftc.gov/#/>.
- National Consumers League (NCL): by telephone at (202) 835-3323 or by at <https://nclnet.org/contact/>. To file a fraud complaint, visit the NCL fraud at <https://fraud.org/>.
- 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 - <https://www.bbb.org/> - 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. <https://www.bbb.org/>
- Federal bureau of Investigation Internet Crime Complaint Center at <https://www.ic3.gov/> (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 compliant form at <https://ehome.uspis.gov/fcsexternal/default.aspx>.

For additional information regarding other types of financial fraud, please visit the OCC's Fraud Resources page - <https://www.occ.gov/topics/consumers-and-communities/consumer-protection/fraud-resources/index-fraud-resources.html>.

Date: 01/04/21
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 25-January 29, 2021, 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: 01/04/21
Subject: **COVID-19 Vaccine Scams**

PNB is advising everyone to please be alert to COVID-19 vaccine scams. COVID-19 vaccine fraud may include the sale of unapproved and illegally marketed vaccines, the sale of counterfeit versions of approved vaccines, and illegal diversion of legitimate vaccines. Already, fraudsters have offered, for a fee, to provide potential victims with the vaccine sooner than permitted under the applicable vaccine distribution plan. In addition, cybercriminals, including ransomware operators, will continue to exploit the COVID-19 pandemic alongside legitimate efforts to develop, distribute, and administer vaccines. Customers should also be alert to phishing schemes luring victims with fraudulent information about COVID-19 vaccines.

Date: 07/08/20
Subject: **COVID-19 Imposter Scams**

PNB is advising everyone to please be alert to COVID-19 impostor scams, which generally involve fraudsters posing as officials or representatives from the IRS, the Centers for Disease Control and Prevention, the World Health Organization or other healthcare or nonprofit groups and academic institutions. Such scams often seek to coerce victims to provide personal information or send payment in order to receive coronavirus-related government benefits, or to share information as part of contact tracing efforts.

Date: 02/18/20

Subject: **Five Ways to recognize a Social Security scam – by Erin Scheithe**

In July, the Consumer Financial Protection Bureau (CFPB) reported on a rise in scam attempts where Social Security beneficiaries were being asked to pay to reactivate, protect, or restore their benefits. Currently, Social Security scams are the most commonly reported type of fraud and scam, and according to the Social Security Administration's Office of the Inspector General (OIG), these scams continue to evolve. The OIG is now warning the public that scammers are making phone calls and then following up with emails containing falsified documents aimed at convincing people to pay.

You may have received one of these calls – either a recorded voice or a person falsely claiming to be a government employee, warning you of an issue with your Social Security number, account, or benefits, including identity theft. The caller may threaten arrest or other legal action, or they may offer to increase benefits, protect your assets, or resolve identity theft if you provide payment using a retail gift card, cash, wire transfer, internet currency such as Bitcoin, or a pre-paid debit card.

How to tell if it's legitimate or a scam

Scammers are aware that people are catching on to their attempts, so they're coming up with new ways to convince Social Security beneficiaries that their frauds are legitimate. Here's what to watch for so you can protect yourself and others from Social Security scams.

- 1. Threatening arrest or legal action:** If you receive a threatening phone call claiming that there's an issue with your Social Security number or benefits, it's a scam. The Social Security Administration (SSA) will never threaten you with arrest or other legal action if you don't immediately pay a fine or fee.
- 2. Emails or texts with personally identifiable information:** If there's a legitimate problem with your Social Security number or record, the SSA will mail you a letter to notify you of any issues.
- 3. Misspellings and grammar mistakes:** If the caller follows up with emails containing falsified letters or reports that appear to be from the SSA or SSA's OIG, look closely. The letters may use government "jargon" or letterhead that appears official in order to help convince victims, but they may also contain misspellings and grammar mistakes.
- 4. Requests for payment by gift or pre-paid card, cash, or wire transfer:** If you do need to submit payments to the SSA, the agency will mail a letter with payment instructions and options through U.S. mail. You should never pay a government fee or fine using retail gift cards, cash, internet currency, wire transfers, or pre-paid debit cards. Scammers ask for payment this way because it's difficult to trace and recover.
- 5. Offers to increase benefits in exchange for payment:** Similarly, SSA employees will never promise to increase your Social Security benefits, or offer other assistance, in exchange for payment.

How to report a scam

If you think you've been the victim of a Social Security scam, report it immediately to the Federal Trade Commission (FTC) at [FTC.gov/complaint](https://www.ftc.gov/complaint) and to the SSA Office of Inspector General Fraud at [oig.ssa.gov](https://www.ssa.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.

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