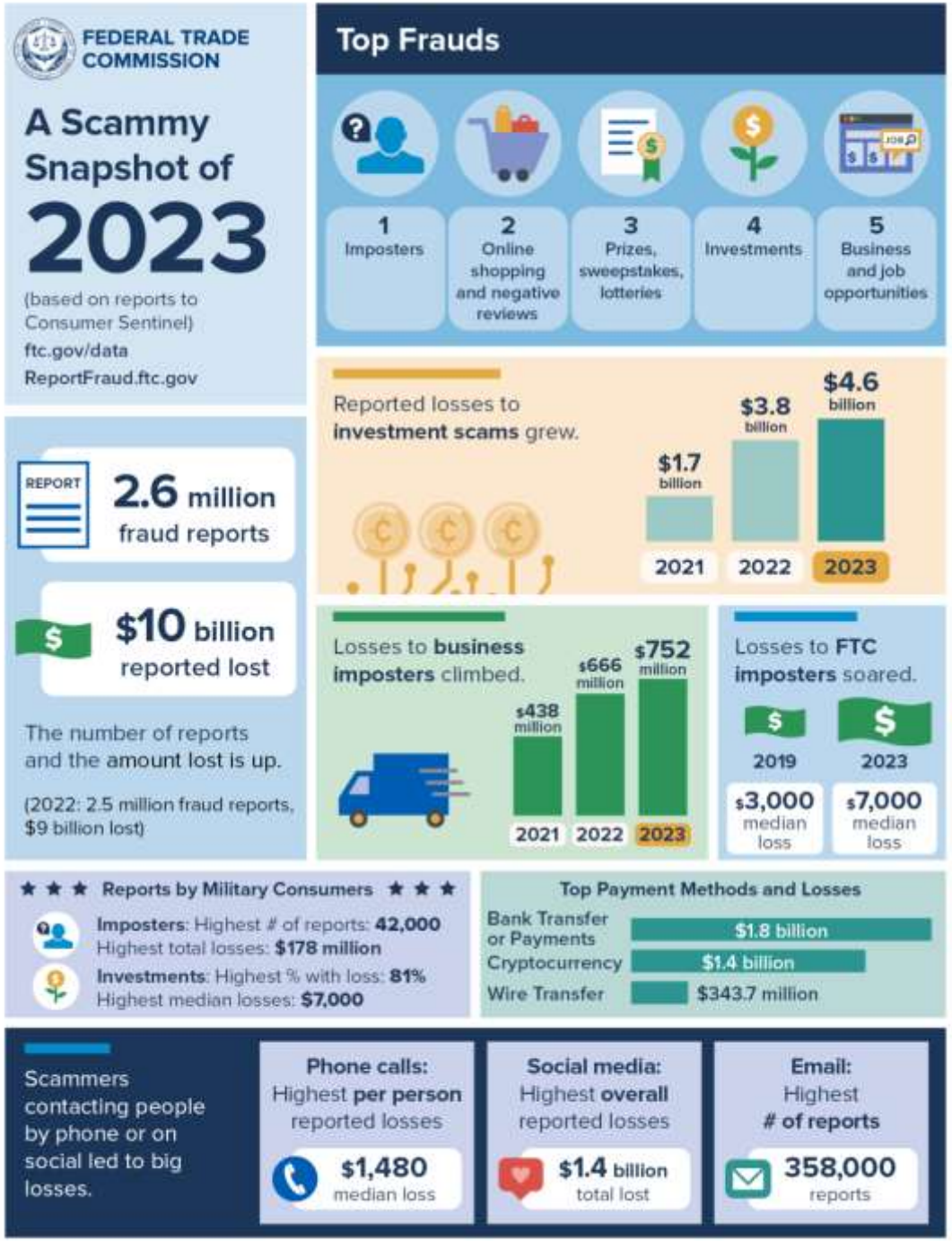
Redwood Credit Union®

Protecting Against Fraud & Scams

Hana Aymar, Enterprise Fraud Manager



2023 FTC Scam Data

We want to empower you

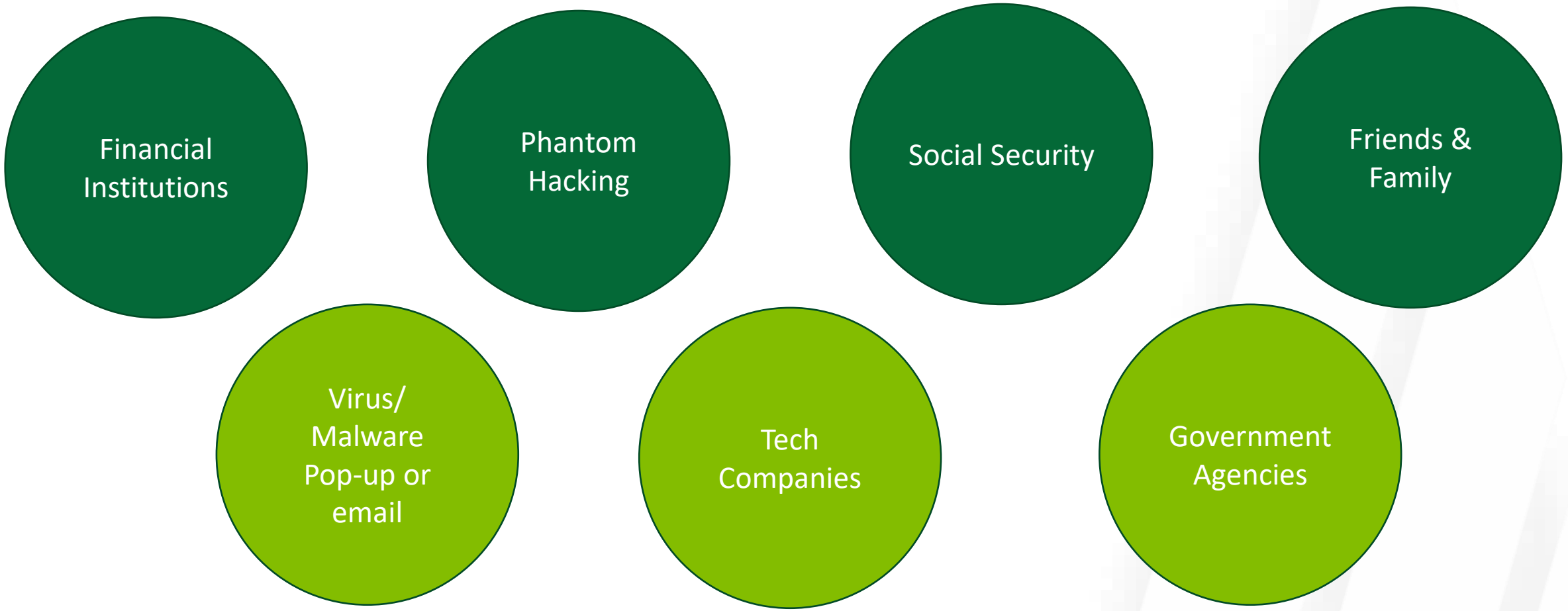
HOWEVER- You do not need to handle fraud alone

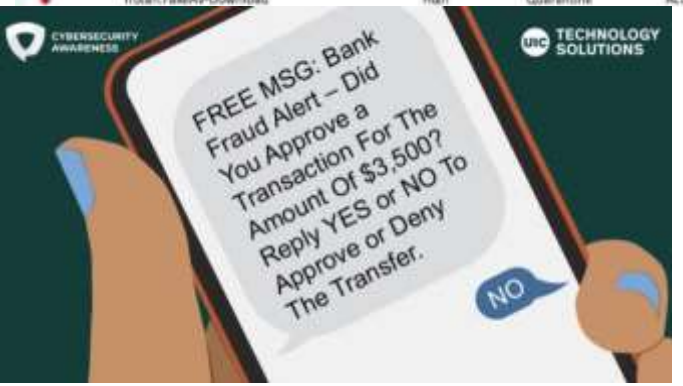
Contact your bank or credit union if you think you are being scammed

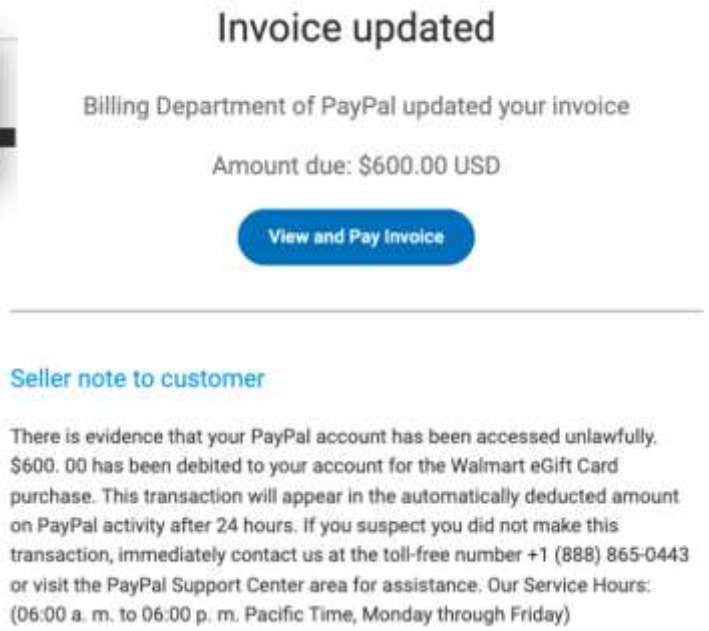
Scam Variations

Scam stories and red flags

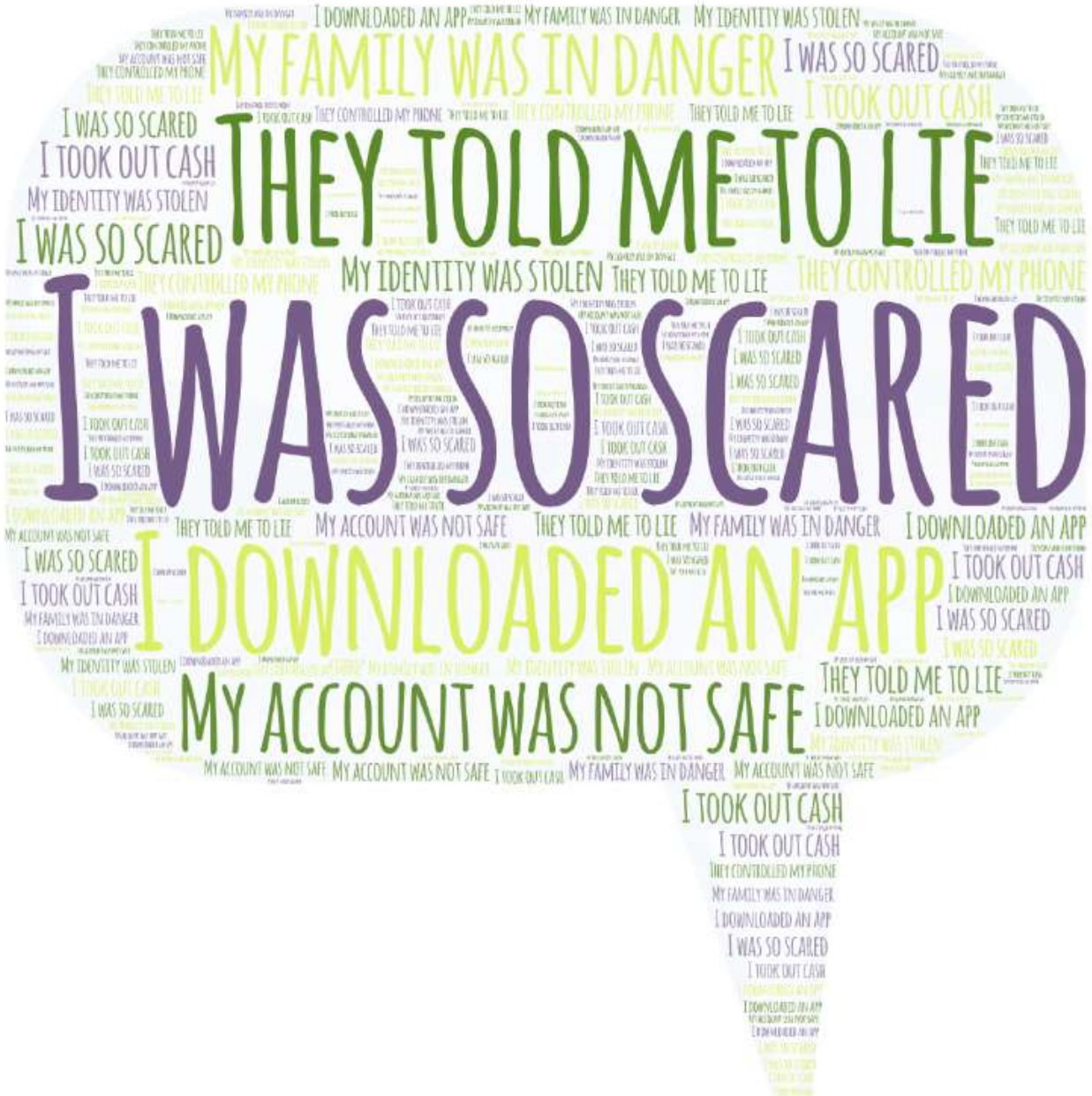
Impersonation Scams







- Fraudsters create a sense of urgency
- They often have some identifying information to increase legitimacy
- They spoof real phone numbers
- They request access, information, or money
  - Online banking username/verification codes/partial card numbers
  - Ask you to send a transfer to “protect funds”
  - Ask that you download remote access apps (AnyDesk, Teamviewer, GoToMyPC, LogMeIn)


I WAS SO SCARED
THEY TOLD ME TO LIE
I DOWNLOADED AN APP
MY ACCOUNT WAS NOT SAFE
MY FAMILY WAS IN DANGER
I TOOK OUT CASH
MY IDENTITY WAS STOLEN
THEY CONTROLLED MY PHONE

Source: www.ftc.gov “How to Avoid a Tech Support Scam”

Protect Yourself!

- If you get a virus warning pop-up that instructs you to call a number, TURN YOUR COMPUTER OFF/UNPLUG
- Don’t trust caller ID. Instead call back at a trusted phone number
- Be careful when searching for phone numbers online- use trusted websites rather than search results
- Don’t download software or allow device access
- Don’t share verification codes to someone who calls you– those are for online access or when you initiate contact

Romance Scams

Source: www.ftc.gov “Social media: a golden goose for scammers”

Protect Yourself!

- **Stick to in-app communications.** Fraudsters like to leave the app and chat on WhatsApp/Google Hangout or even through email and text messages
- **Reverse Google Image Search.** Fraudsters often recycle photos or pull photos of legitimate people from the internet.
- **Be wary of new romances that move quickly.** Fraudsters are often quick to “fall in love” and sometimes will refer to their victim as “wife” or “husband”
- **Don’t share financial information or money.** Fraudsters often “can’t access” their bank accounts and need their victims to move money for them.
- **Push to meet in person.** Fraudsters often cannot meet in person, resist video chats, arrange visits but then cancel last minute.
- **Use caution in “international” romance.** Fraudsters are often US citizens who are abroad for various reasons, usually due to work or military obligations. They’ll even utilize identities that are “searchable” online

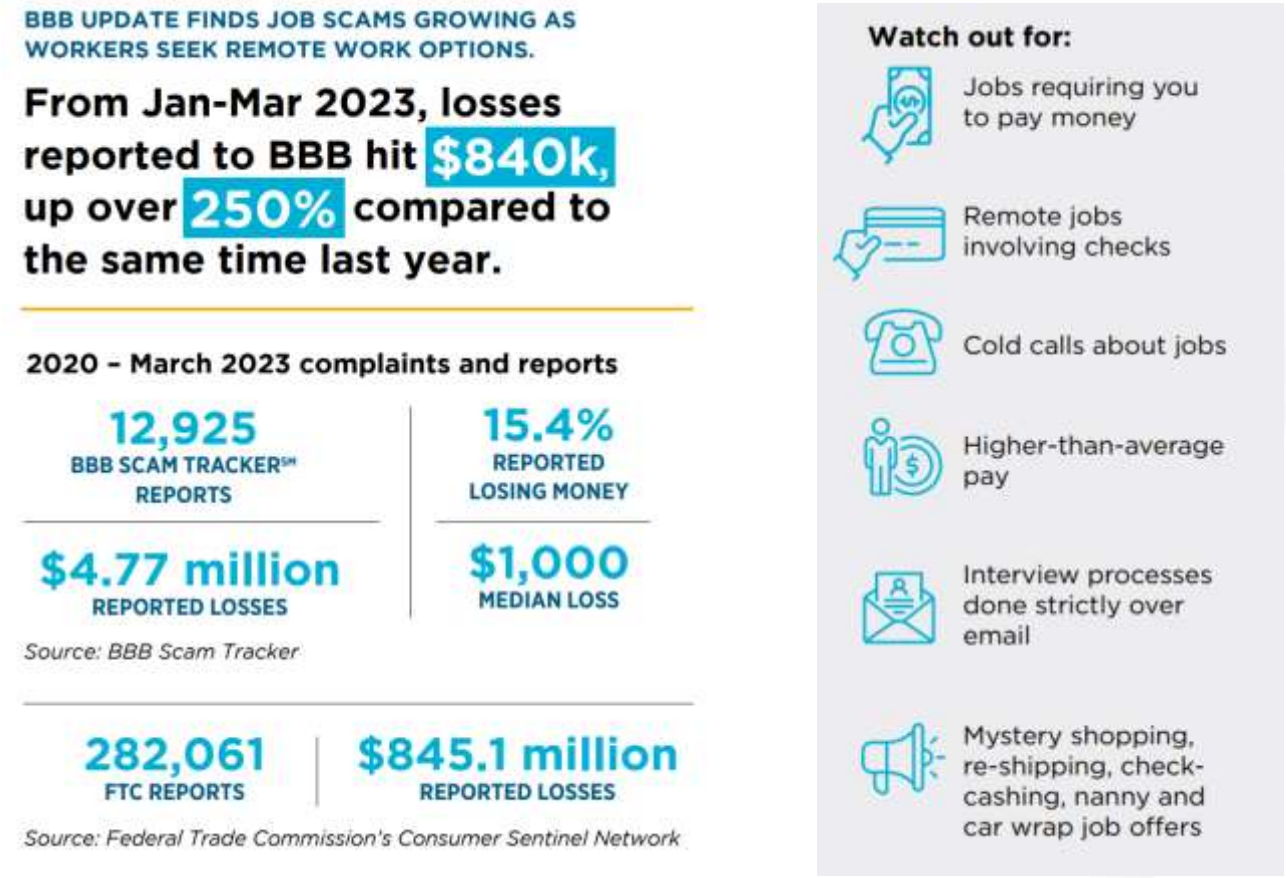
Social Media Scams

Source: www.ftc.gov “Social media: a golden goose for scammers”

Protect Yourself!

- **If you get a message from a friend about an opportunity or urgent need, call them.** Their account may have been hacked. Fraudsters will use compromised social media profiles to profess incredible investment opportunities or emergencies. Call a trusted phone number rather than communicating within a social media application.
- **Don't take investment advice from someone on social media.** Fraudsters will create fake/stolen profiles to generate likes and then will direct messages to individuals touting their "tried and true" investment methods.
- **Before you buy, check out the company.** Search online for the business name and words like "scam" or "complaint".
- **Limit who can see your posts and information on social media.** Fraudsters are more able to find you and cater to your interests if you have public settings on social media

Employment Scams



Source: www.bbb.org "BBB Employment Scams Study Update"

Protect Yourself!

- **Search online.** Look up the name of the company who is hiring you along with the words “scam” and “complaint”
- **Pay close attention to how you are contacted.** Fraudsters will communicate through unofficial email addresses/phone that aren’t associated with the real company.
- **Don’t take a check “up front” for set up costs.** Fraudsters will send (often through Priority Mail) counterfeit checks to pay for “equipment” or “services” needed for set up. Even cashier’s checks can be counterfeited.
- **Don’t buy gift cards or use money transfer services.** Fraudsters often have you purchase gift cards or send money as “part of the job”. This leaves you holding the bag when they disappear.

Cryptocurrency Scams

How It Works:

- **Wrong number text.** Fraudsters will initiate conversation with a “wrong number” text, and then continue the conversation.
- **Fraudster may share a photo to connect with their victim.** The person depicted is often very attractive and friendly
- **Once the relationship is established, they will begin to speak about their wealth and how they accumulated it.** This is where cryptocurrency comes in.
- **They offer to connect you to their “advisor” who will get you set up with a cryptocurrency wallet.**They establish elaborate websites which operate similar to online banking. You can go there and “log in” to see your (exponential) gains
- **They let you draw on your investments initially so you gain trust in the system.** Don’t be swayed by being able to draw. This is by design.
- **When you have “earned” enough money and try to do a big draw, they will tell you that you need to pay more to free your money, often through “fees” or “upfront taxes”.** They will urge you to get loans at “whatever cost is necessary” since you’ll be able to pay it back once you have your funds.
- **Then they disappear.**

Identity Theft

Preventing ID Theft

- Do not provide identifying information to anyone over the phone if YOU didn't initiate the call
- Use verbal passwords at financial institutions and with phone providers
- Vary (complex) passwords across all online accounts to prevent unwanted access to your data
- Use P.O. Box as your address
- Shred all sensitive mail
- Use a credit monitoring service
- Freeze your credit
  - If you have young children in your lives, urge their primary care providers to freeze their credit
  - Use a credit monitoring services if it doesn't work for you to freeze your credit
- Check your credit regularly
  - Annualcreditreport.com

28% of victims have to borrow money from family or friends

13% of victims had problems with coworkers

40% of victims could not pay bills

32% of victims reported that their identity crime incident lead to problems with family members

54% of victims say they feel violated as a result of their identity being misused

Reporting ID Theft

- File a police report immediately
  - Contact Federal Trade Commission- 877-382-4357
  - Contact Social Security Administration Fraud Line- 800-269-0271
- Contact your credit unions, banks, and credit card companies
- Call National Credit Reporting Organizations
  - Equifax- 800-525-6285
  - Experian- 888-397-3742
  - Trans Union- 800-680-7289

Questions?

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