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MEMBER FDIC



If a hacker (criminal) was pretending to be from Bank of Utica, would you be able to tell?

Fraudsters often try and trick you; for example:

- ⇒ They may say they've noticed some suspicious activity or log-in attempt or claim there's a problem with your account
- ⇒ Tell you that you mistakenly received money in your account that does not belong to you and needs to be repaid (usually in cash)
- ⇒ Ask you to give them some part of (or all) of your debit card number
- ⇒ Say you're eligible to register for a government refund or offer a coupon for free stuff

You cannot rely on caller ID. Fraudsters can manipulate their call look like it is actually coming from a legitimate place. *In fact there was a recent phone scam where some of our customers were getting calls purporting to be from Bank of Utica's Fraud Department claiming there was fraud on their accounts.*

If you receive such an email, phone call or text message, you should say you will call (the legitimate company, e.g., Bank of Utica) back and then hang up—likely if you say this the criminal will hang up first.

Bank of Utica – *in a league all our own*[®]