

Be cyber secure: vishing



Cyber criminals use phone calls, called “vishing” or voice phishing, to steal information and money. You can protect yourself against the latest tactics.

→ Vishing can take many forms. Here are some common types to look out for:

- **A demand for payment** from a caller pretending to work for a government agency, such as the IRS or FBI.
- **Technical support scams** where you may receive unsolicited calls or voicemails, which ask you to call a fake customer service support number posing as a legitimate company.
- **Collecting an award or special offer** where the cyber criminal requests personal or payment information.
- **Solving a problem with one of your accounts.** Cyber criminals will say that suspicious activity has occurred or that a refund is due to your account.
- **Enrollment scams** where the cyber criminal poses as a representative of a government program, such as the Social Security Administration or Medicare.

→ Protect yourself from vishing or avoid taking action that could be costly:

- **Be careful** about what you post about yourself online, including personally identifiable information such as your address or cell phone number.
- **Don't answer** calls from unknown numbers.
- **Verify** any unsolicited phone call or voicemail. If you want more information, try to contact the person or organization through a verified website or alternate phone number.
- **Do not trust caller ID numbers.** Criminals can spoof legitimate numbers of established companies.
- **Don't give any caller personal or company information.** Even if the criminal already has personal information. Criminals can find personal information online or on the dark web.
- **Remember** that Bank of America, like many businesses, will never ask you for account or CashPro® details unless you call us first.
- If you have been targeted, **report** the incident to local law enforcement immediately and contact your bank.

It's never too early to become cyber aware. Visit www.business.bofa.com/managingfraudrisk to learn how to help protect yourself and those closest to you.

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