BANK OF AMERICA

Be cyber secure: vishing

Cyber criminals use phone calls, called "vishing" or voice phishing, to steal information and money. Here is how 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 customer service support number that is a bogus number posed 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 perhaps they are trying to issue a refund 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.

Here are some tips that can help protect you from vishing or prevent you from 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. *These tips will remain useful as you advance professionally and personally. Visit www.business.bofa.com/managingfraudrisk to learn how to help protect yourself and those closest to you.*