

We have received reports of a telephone scam where individuals are receiving phone calls in an attempt to obtain their debit/credit card numbers and/or other card information. Some of the calls have stated they are with FirstBank Security. **Please be advised that this is a scam. FirstBank does not make unsolicited calls requesting sensitive account information. If you have provided any information in response to one of these calls please call your local FirstBank branch immediately or call the Electronic Banking Department at 1-800-413-4211.**

This is considered Telephone Phishing or “Voice Phishing” also known as “vishing” which puts a new twist to standard “Phishing.” Other attempts could actually target potential victims by using some of the same methods of traditional “Phishing” schemes such as sending an email notifying them of a problem with their account. However, rather than asking the recipient to click a link within an email, they provide the recipient with a telephone number to call.

Below are a few points to prevent falling victim to one of these schemes.

Preventive Measures

- Be cautious of disclosing any confidential or financial information over the phone, especially in response to an unsolicited phone call, email, or text message.
- Be sure to confirm the identity of the caller before making any disclosures. If unsure, do not hesitate to hang up and call a FirstBank location at a valid number, such as the number listed on your account statement, and confirm the validity of the request.
- Be wary of emails requesting you call a specified number to update or confirm any information. Again, use a number such as one listed on your account statement, or the number on the back of your debit or credit card to verify any requests.