

E-TRANSFER FRAUD

Attackers are increasing their fraud efforts as we deal with COVID-19. Stay safe from e-transfer fraud by following these best practices.



REGISTER FOR AUTO DEPOSIT Having funds automatically deposited into your account removes the risk of a criminal intercepting the deposit email.

USE ANSWERS THAT ARE NOT EASY TO GUESS

Ensure the answer to your question cannot be easily guessed or found on social media. If the notification is intercepted, it will be harder for a criminal to answer and steal the funds.

DO NOT PUT THE ANSWER TO THE SECURITY QUESTION IN THE MESSAGE BOX Only share the answer via a secure channel (e.g. in person or over the phone).

PROTECT YOUR EMAIL'S SECURITY

Be cautious of phishing links. Don't stay logged in when you're away from your computer. Use strong passwords that are difficult to guess.

REGISTER FOR ONLINE BANKING EMAIL / TEXT ALERTS and immediately notify us if you sense anything suspicious about your transaction.

[Visit Interac's e-transfer security webpage for more info.](#)

ATM – MEMBER SAFETY

Always use common sense, situational awareness and intuition to stay safe while withdrawing money from ATMs.



FOLLOW THESE TIPS

- Check your surroundings before you approach the ATM.
 - Does anything or anyone look suspicious? Is anyone watching you or loitering close by?
 - If the ATM is obstructed from view or poorly lit, visit another ATM.
- Whenever possible, bring a companion if you must use an ATM after dark.
- Always park close to the ATM in a well-lit area.
 - Do not leave your car unlocked or engine running when you get out to use an ATM.
- Have your card ready prior to approaching the ATM.
- Shield the screen and keyboard so anyone waiting to use the ATM cannot see you enter your PIN or transaction amount.
- If you see anyone or anything suspicious, cancel your transaction and leave immediately. If anyone follows you after making a transaction, go to a crowded, well-lit area and call the police.
- Put your cash, card and receipt away immediately. Count your money later.
 - Always keep your receipt if you print one. Do not throw it out at the ATM location.
- When using drive-through ATMs be sure all passenger doors are locked, and windows are up. As soon as your transaction is complete, close your window and move on right away.