

Recommendations for awareness

Customer awareness is key in combating fraud. Should you receive any questionable calls, please make sure you **do not** provide any personal information. Listed below are tips and/or characteristics of a fraudulent call/telephone scam:

- Make sure you [*i.e. customer*] initiate the contact, and verify your identity with questions only you would know.
- To verify whether a call is legitimate, call using phone numbers or internet addresses from your account documentation. **Do not call back a number provided over the phone or click on a link in an email.**
- Most communications will include something that will concern or excite a victim.