

September 12, 2017

## Client Advisory

### Beware of Phony Cell Phone Text Messages

Phony cell phone text messages are the latest scam affecting clients of financial institutions, including clients of Alterna Bank.

#### How the scam works

Thieves send fake text messages to your cell phone asking you to contact a 1-800 number or to visit a website that looks like the financial institutions – in both cases, the thieves are trying to lure you. The concept of this scam isn't new; these messages are very similar to email phishing attacks that use fake ads or messages in an attempt to trick you into providing personal information that might include:

- account numbers, and
- PIN numbers or passwords.

The thieves will then use the information provided to steal your money or your identity – be cautious!

#### Security

Alterna does not, and will not, send text messages or emails to clients requesting personal information or to notify them of a security breach.

Follow these steps to protect yourself in case you are sent a text asking for personal information:

- **Don't click on the links in the text message.**
- **Don't respond** to text messages on your cell phone asking you for personal information such as your account number, PIN or credit card number.
- **Don't disclose** private information unless you initiated the need to do so.

#### Let Us Know

If you are asked to share your personal information through unsolicited and suspicious mail, email, or text message that claims to be from Alterna, please report it to us immediately by:

- Calling us at 1.866.560.0120
- Completing our [online feedback form](#)

Also, please notify the [Canadian Anti-Fraud Centre](#) to alert them of the solicitation.

**Check your monthly statements and report any discrepancies immediately.**