

## PROTECT YOURSELF FROM SCAM ARTISTS

Recently, unscrupulous scam artists have been contacting Charter Bank customers and attempting to trick them into revealing important personal and account information.

Called “phishing,” this sort of fraud involves someone pretending to be a representative of the bank attempting to “confirm,” “verify,” or “update” a customer’s sensitive information. These criminals may state that this is necessary for “account security” or “account maintenance.”

Charter Bank will not contact you\* by phone or by email and ask you for your:

- Social Security number
- PIN number
- Account number
- Driver License number
- Other personally identifiable information

If you receive a phone call or email requesting this information, please call us immediately at 1-800-366-7621 to report the incident.

If you can, please forward a copy of the phishing email to [letusknow@charterco.com](mailto:letusknow@charterco.com)

For additional information about safe online banking and avoiding identity theft, visit <http://www.onguardonline.gov>.

Charter Bank apologizes for any inconvenience and is grateful for your help in fighting this growing type of crime.

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\* This applies to contact from **us to you**. When **you contact us**, we may use personally identifiable information to verify account ownership and protect your accounts and information.