



(217) 789-3500

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Springfield, IL 62701

2500 Stevenson Drive  
Springfield, IL 62703

3001 Chatham Road  
Springfield, IL 62704

300 South Grand Avenue W.  
Springfield, IL 62704

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## ALERT

Security Bank has recently learned of a telephone scam attempting to obtain customer information. The details are as follows:

### Event Characteristics

Customers have received computer-generated calls claiming to be from their financial institution. The calls claim their accounts have been frozen and then direct the customer to call a toll-free number to leave their debit card information in order to reactivate any cards. The toll-free number includes a recorded message that asks the customer to key their account number, card expiration date, and PIN.

### Recommendations

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 we verify your identity with questions only you would know.
- To verify whether a call is legitimate, call us or visit our website, using phone numbers or internet addresses from your bank statement or 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 the victim.

If you receive a suspicious phone call claiming to be from Security Bank, please let us know by email at [support@securitybk.com](mailto:support@securitybk.com) or by phone at 217-789-3500. We continually monitor such reports and act on them promptly.