

SafeAlert[®]



A loss control advisory from the ABA-sponsored insurance program underwritten by Progressive

Text Message Scam

Scammers target bank customers with bogus texts.

At least one bank was hit with a text messaging scam in late April. T-Mobile customers were sent texts claiming to be from their bank. The texts stated that the customers' accounts were closed due to unusual activity. A toll-free call back number was provided. Calls placed to that number reached an automated answering system purporting to be the bank's security line. Customers were then asked for their credit card numbers, PIN numbers and expiration dates. Some customers reported being asked for their social security numbers and account numbers. The perpetrators soon used this information to conduct ATM transactions. The FDIC has been notified. The first wave of this scam affected T-Mobile customers, but it is likely that similar scams may follow.

You may wish to warn your customers against providing confidential information or responding to such text messages.

For more information about preventing fraud, contact David Lamb, Claims Manager, at 800-274-5222.