

BANK FRAUD

HOW TO RESCUE &
PROTECT YOUR MONEY

PRESENTED BY
SUNFLOWER BANK



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I have been in banking for over 30 years, and with Sunflower Bank for the last 12 years. I've worked in all areas of the branch, starting as a teller, then new accounts, and now as branch manager. I've seen a lot of scam attempts in my time and I have prevented many customers from being scammed themselves.

PREVENTION

- 1 Do not share your information
- 2 Have strong passwords
- 3 E-Statements
- 4 What shouldn't be in your wallet
- 5 Check your accounts often



PREVENTION

- 6 Search reviews when ordering from an unfamiliar company.
- 7 Look for the padlock symbol in the address bar
- 8 Strong passwords
- 9 Do not click on advertisements to order products.



Signs of Unsecure Sites





**What elements should be
included in a password to make
it strong?**



Which one is a strong password?

flower123

H@ppy2Bme

loveBugfvr2018

Markmywords

?isn8name56213



How is your account information stolen?

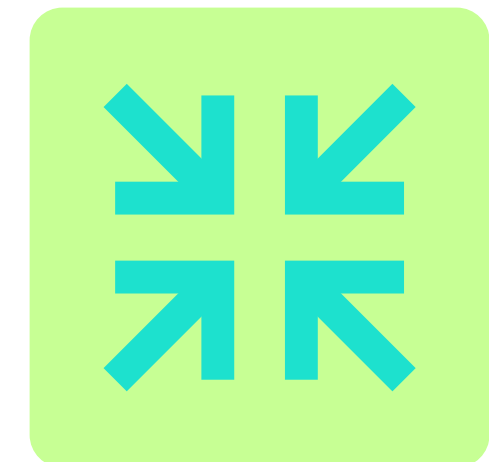
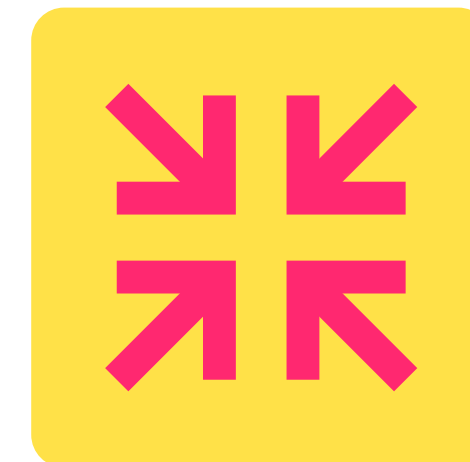
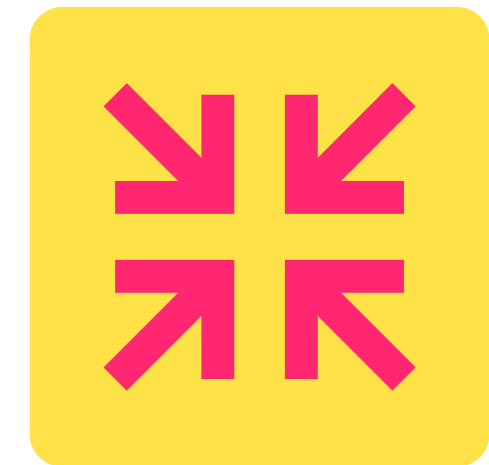
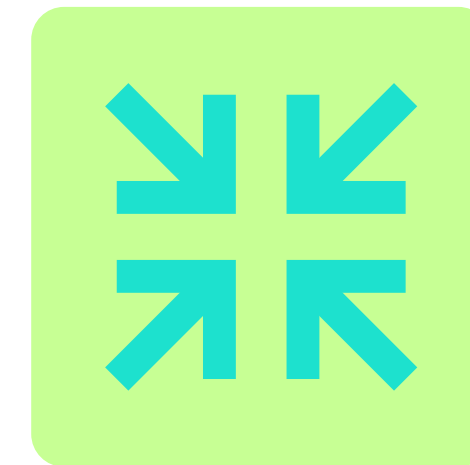
- 1 Gas station & portable card skimmers**
- 2 Merchant's computer systems being breached**
- 3 Unsafe websites & ads**
- 4 Dumpster divers, stealing mail**
- 5 Clicking on suspicious email links**



SKIMMERS

Fraud vs Merchant Disputes

**GIVE ME AN
INSTANCE WHEN
SOMEONE USED
YOUR DEBIT OR
CREDIT CARD?**



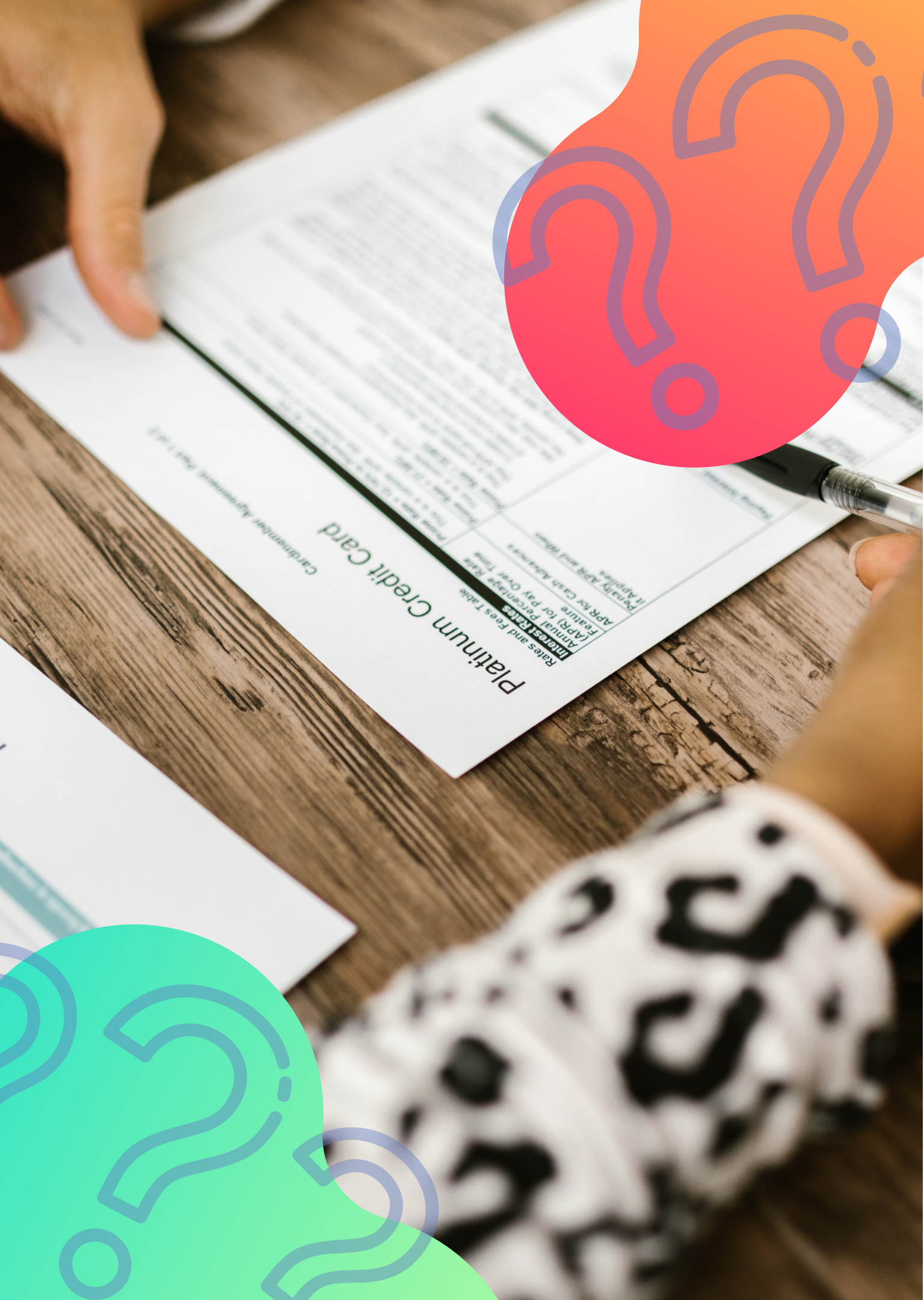


Scenario

- You give your debit card & PIN # to a friend who is staying with you, and ask them to go to the store and purchase bread. They come home with the bread, but they also come home with a pair of shoes they just purchased at the shoe store, using your card.

Is this fraud?

Can the shoe purchase be disputed?



You purchase groceries for the week, put your card in your wallet and do not pull it back out. The next week you check your account and notice purchases for airline tickets & CVS that you do not recognize.

Is this fraud?

Which purchases can be disputed?

WHAT IS A MERCHANT DISPUTE?



- Charged twice for a purchase
- Authorized first transaction, then more unauthorized transactions post
- Amount posted is incorrect
- Cancel service & continue to be charged
- Signing up online for a "free trial" and you are charged shipping or other charges

WHAT HAPPENS WHEN YOU FIND A CHARGE YOU DO NOT RECOGNIZE?

Contact your bank

Explain the situation to your banker. They will direct you if it is a merchant dispute.

Try to contact the Merchant

Confirm you have not purchased anything from that merchant. Try to resolve with merchant.

Call your bank back

If unable to resolve with merchant, submit dispute with bank

Bank will dispute with the merchant

It is the merchants burden to prove it was you. Receipts, PIN authorizations, store cameras, & IP addresses will be reviewed by the merchant.

Merchant reaches out to the bank with an answer

If the merchant deems the charge is good, you will be responsible for the charges. If the merchant says the payment is unauthorized, you may receive credit

WHAT IS A FRAUD DISPUTE?

- You have no knowledge of who used the card
- Card was lost, stolen, or a fake card was fabricated
- Can state with certainty that you were not aware of the transaction & merchant



WHAT HAPPENS WHEN YOU HAVE CONFIRMED FRAUD ON YOUR ACCOUNT?

Contact your bank

- Turn off debit card
- Account freeze
- Online banking freeze

Contact the police

- File a police report.
- It is good to have one on file.

Visit your bank

- Fill out a dispute form
- Open a new account
- Order a new debit card
- Order new checks

Popular scams

Microsoft
request for
computer
access

IRS & Social
Security

'Friend' or
'family' call or
email asking for
money

Lottery or
Secret Shopper

CAN YOU GET YOUR MONEY BACK IF YOU ARE SCAMMED?

A bank investigation will be done on the situation to determine if money will be refunded.



WHO SHOULD YOU CALL?

Social Security
Customer Service

1-800-772-1213

Computer/Internet
Safeguards

ONGUARDONLINE.GOV

Check your credit

ANNUALCREDITREPORT.COM

Federal Trade Commission

1-877-IDTHEFT (438-4338)

Visit FTC at [IDENTITYTHEFT.GOV](https://www.identitytheft.gov)

If you owe taxes, call IRS

1-800-829-1040

Call your banker/financial adviser

CONCLUSION

You learned about:

- Fraud prevention
- How information is stolen
- Unauthorized & fraud transactions
- Common Scams

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QUESTIONS?