

Be Wary of Phone Calls, Emails, and Text Messages It Could be a Scam!

You receive a phone call, email, or text message claiming to be from your bank. It seems legitimate, but is it? This phone call, email, or text message may actually be a scam intended to compel you to release your personal bank account information.

Once they have your personal information, scam artists can use it to commit identity theft charging your existing credit cards; opening new credit card, checking, or savings accounts; writing fraudulent checks; and/or taking out loans in your name.

Your bank would never request personal information by telephone, email, or text message. If you receive such contact claiming to be from your bank, alert your bank immediately.

Never call back a telephone number provided to you during a conversation on the phone or online. Call your bank using the phone number provided in your account statement.

Never click on a link in an email message claiming to be from your bank. Always log onto your bank's website directly.

Never give out your personal account information to anyone unless you initiate the contact. This includes bank account numbers, credit and debit card numbers, passwords, birth date, Social Security Number, or other personally identifying information.

For more information about fraud and identity theft and how to protect yourself, please call the Office of Consumer Affairs and Business Regulation's Consumer Hotline at (617) 973-8787 or (888) 283-3757 (toll free in MA) or visit our website at Identity Theft. Also see the Federal Trade Commission's website at Federal Trade Commission website.