

HELP PREVENT IDENTITY THEFT FROM PHISHING SCAMS



What is phishing?

Phishing is a type of fraud designed to steal your identity. In phishing, scam artists try to get you to disclose your valuable personal data—like credit card numbers, passwords, account data, or other information. They do this by convincing you to provide it under false pretenses. Phishing schemes can be carried out in person or over the phone, and are delivered online through spam e-mail or pop-up windows.

What does a phishing scam look like?

The following is an example of what a **FRAUDULENT** e-mail might look like:



FIRSTONTARIO BEST E-MAIL PRACTICES

FirstOntario sends:

- Solicited e-mails that respond to customer requests
- E-mails that have live links to other FirstOntario marketing content, but only written URLs (non live links) to a website.

FirstOntario does not send e-mails:

- Asking the customer to provide, confirm or update personal records.
- Sent from a third party address or link to a third party site.
- Containing no information about why a customer is receiving e-mail.
- Requiring an urgent response.

At FirstOntario Credit Union we go to great lengths to protect your personal information. If you ever doubt the legitimacy of any e-mail claiming to originate from FirstOntario, please call **FirstOntario Teleservice at 1-800-616-8878.**