

Protect Yourself Against Scams

Following these tips and best practices to help keep your accounts safe:



Refunds are not issued through Zelle®.



Your financial institution will never call you to request information you received via text (SMS) or pressure you to reset your online banking log in password.



Don't trust caller ID; Caller ID could be spoofed to show your financial institution's name.



Don't provide your online banking log in credentials, one-time password, account number or personal information by email or text or phone call.

Using their published phone number, reach out to your financial institution to confirm that the request is legitimate.



Don't give information over the phone if you receive a call stating that a transaction is canceled, even if the caller claims to be from your financial institution.

Once again, contact your financial institution using a published phone number to inquire about the transaction.



Don't click on links in unsolicited emails or texts.



Don't give an unsolicited caller remote access to your computer.

