

## Protecting Our Customers



### Keeping Secrets

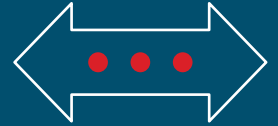


**Have you been told to lie, not discuss this transaction, or give a false reason to bank staff about your transaction?**

**If Yes—Stop NOW!**

No legitimate individual/company/entity will ever tell you to lie to your financial institution!

### Requests to Withdraw and Send Funds



- Have you been asked to withdraw cash or **send a wire** to assist in a criminal investigation?
- Have you been asked to **send money** to a new acquaintance or someone you have never met face-to-face?
- Have you been asked to withdraw money and convert it to **cryptocurrency (Bitcoin)** or to gold?
- Have you been requested to withdraw money to **purchase gift cards**?

### Through Your Phone or Computer



- Have you been contacted by Microsoft, McAfee, or other company that you have a **virus on your computer**?
- Have you allowed anyone to **connect to your computer** or mobile device for any reason, including for a potential virus on your device?
- Have you been contacted about a **large transaction** that has been approved on your account?
- Have you shared your **online banking info, and/or the security code** needed to log in?

### High-Level Contacts

Have you been contacted by the **Federal government** online or by phone regarding a pending lawsuit?

Have you been contacted by the **IRS or a law enforcement** agency demanding payment for unpaid taxes to avoid arrest?



### It's Urgent...

- Have you spoken with someone who has stated the **transaction must be done TODAY**?
- Have you been instructed to **stay on the phone** with a caller while you go into the bank to withdraw cash and then wait on further instructions?
- Have you received an **urgent call from a family member** requesting bail money?
- Have you received notification for a **past due bill or pending withdrawal** for a service you don't have or use?



If any of these scenarios sound familiar, or if you feel uncomfortable or are not sure about the transaction, **PLEASE let us know and we will discuss it with you privately.**

**Your financial security is of the highest importance to us!**



**FIRST FEDERAL**  
SAVINGS BANK OF CHAMPAIGN-URBANA