

Dear Paolo,

There are scammers active and we want to warn you about this. And it helps enormously if you also alert your family and friends to this telephone scam.

How do you recognize it

The crooks call and say they belong to our bank. They ask you to transfer your money to another account (often with a different bank) as soon as possible because your money is not safe. They talk to you: you have to act quickly because suspicious transactions are now happening on your account.

Most importantly, we will never ask you to transfer your money to another account because suspicious things are happening on your account.

They are getting smarter. Sometimes even our phone number is on the screen.

And they sometimes mention your date of birth or other personal information to gain your confidence.

They often use the words "safe deposit account" or "security account" or variations thereof.

They offer to send someone over or pick up your debit card from your house.

Hang up the phone immediately

We never ask you to transfer your money to another account because your money is not safe. So don't do this and hang up immediately.

Sincerely,

Customer Service Director