

# Eight things that your bank will never ask you - but a fraudster will

With technology allowing us to save time in our banking with products like *bank-by telephone, online banking and mobile banking* the opportunities for fraud rises.



Sunrise Bank will **NEVER** call you to ask for your personal information or contact you via an automated system in order to offer our products or services.



Ask you to carry out a "test" transaction online. Criminals pretending to be from a bank sometimes email customers asking to preform a "test" transaction online because of technical problems.



Send an email with a link to a website that asks you to enter your online banking credentials. This is the well-known "phishing" scam.



Ask you to email or text any personal banking information even if the email address appears to belong to the bank.



Call or Email to ask you for your full pin or any online banking passwords. If the bank does contact you to verify account information, we would only ask security questions provided by you.



Send someone to your home to collect cash, bank cards or anything else. Criminals may say they are sending an official courier to your home that will have bogus official identification.



Ask you to authorize the transfer of funds to a new account or hand over cash. Often criminals, posing as a bank employee, will instruct their target to transfer money into a new safe account and claim your account is under threat.



Provide banking services through any mobile apps other than the bank's official apps. To download a mobile banking app, follow the link from its official website.



Call to advise you to buy diamonds, land or other commodities. Reputable investment firms do not cold-call.