



EMAIL SECURITY ALERT

Insignia Bank is reminding customers to be alert to fraudulent e-mails.

We have been notified of a recent fraudulent e-mail targeting ATM / Debit Card holders of several financial institutions purporting to be from eNFACT Notifications with a subject similar to eNFACT Case #. The e-mail claims of potentially fraudulent card activity and may list transactions and instructions to click on a link and complete a case resolution form.

If you receive such an email it is fraudulent. We recommend the following:

- 1. Do not open the email.*
- 2. Do not click on the link contained in the email; clicking on any of the links contained in the email may install malicious software on your system.*
- 3. Delete the email from your Mailbox.*
- 4. If you have inadvertently clicked on the link please take precautions to ensure your computer has not been infected.*
- 5. Please do not respond to these messages or click on the link under any circumstances.*

eNFACT is a legitimate vendor for monitoring ATM / Debit Card for fraud; however, under NO circumstances will they contact our cardholders via email. Should suspicious activity be observed the cardholder would be contacted by phone.

E-mail users should be wary of any unsolicited messages that purport to come from banking, government or credit agencies asking them to provide sensitive information. The transmission of phony e-mail messages requesting confidential information is a practice known as “phishing.” The perpetrator of a “phishing” scam attempts to trick the victim into revealing confidential information, which then is used for purposes of identity theft or other crimes.

Please visit our Online Help and Tutorials for additional security training tips.

If you have any questions, please call us at 941.366.7100.