

**Stay safe
online & on
the phone**



Bank of Ireland 

For small steps, for big steps, for life

Protect yourself from fraud online and on the phone

Fraudsters use different tactics to try and trick you into sharing your personal details so that they can steal your money.

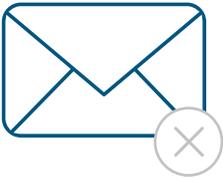
What the fraudsters might do

They may pretend to be from your bank, credit card company or another company you trust and:

- ▶ **Send you an email or text message**, usually asking you to click on a fake link.
- ▶ **Phone you** asking for your password, full login PIN or bank account number.
- ▶ Put you **under pressure** to provide your details, often being persistent and aggressive.
- ▶ Make **urgent threats**, for example, that you won't be able to use your bank account or your computer if you don't do what they say.
- ▶ Tell you the **first four digits** of your card number and ask you to confirm the rest.
- ▶ Ask if you made a **recent transaction** at a well-known store, such as a supermarket. The fraudster is only guessing this information to sound more believable.

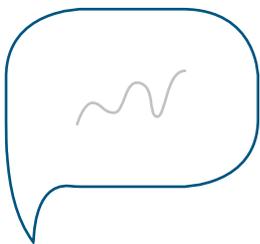


- ▶ Claim that some payments have already been made from your account to a **foreign country** and that they can ‘stop’ any more going through.
- ▶ Try to convince you to **transfer money out** of your account, for example using a money transfer service.



What you can do

- ▶ **Don't give away personal or banking information.** No matter what story you are told, if it seems a bit odd or out of the blue, don't give away your passwords, personal details or banking details.
- ▶ **Don't click on any suspicious links** in emails. Remember: Bank of Ireland will never ask you for personal banking details in an email. Any suspicious emails relating to your Bank of Ireland accounts should be sent to **365security@boi.com**
- ▶ If you receive a suspicious call, **hang up** and don't call back any number the caller may have given you. Remember: Bank of Ireland will never ask for your full login PIN or full banking details over the phone.
- ▶ **Log out** of your online banking session when you are finished.



Speak up

If you are concerned, speak to someone at your local bank branch or, if you think you have already been a victim of fraud, contact An Garda Síochána.

Call 365 Online on **1890 365 200** or **0818 365 365** to report online fraud, suspicious activity on your account or if you have provided personal information in response to a suspicious email, text or phone call.

You can also contact Age Action for advice. Visit **www.ageaction.ie**

Tea & Teach sessions in your local branch

Look out for our free 'Tea & Teach' sessions where our Digital Arrows help you learn the basics of the internet and online banking, safely and securely, over a cup of tea or coffee. Ask in your local branch for details or contact the arrows directly at **thearrows@boi.com**



www.bankofireland.com/security