

# SCAM ALERT

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TO: Banterra Customers

DATE: July 13, 2022

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It has come to our attention that there are two different fraud activities actively occurring with our customers.

## Verify A Wire Scam

Banterra customers are receiving fraudulent texts and calls with the appearance that it is coming from Banterra. The texts and calls are asking the customer to verify a wire. When the customer says no, a second notification (phone call which appears to be from Banterra's toll-free number) will occur, stating they are from Banterra's fraud department. The fraudsters will ask for digital banking credentials and other personal information, which would provide them access to your account.

## Text Phishing – Debit Card Transaction Scam

Banterra customers are receiving text messages asking to verify debit card transactions and to unlock their debit card by calling the phone number provided. When the customer calls, an automated message occurs, asking the customer for debit card number and PIN and personal information, including SSN, DOB, and address.

Banterra would never ask for your personal information through text messaging or phone calls.

Please do not respond to these inquiries and notify us at once at 1-866-226-8377, option 6.

Click [here](#) for more information regarding fraud awareness and recent scam attempts.

