



UNDERSTANDING BUSINESS EMAIL COMPROMISE

Business Email Compromise (BEC) is the loss of control of legitimate email accounts that results in fraud. A fraudster/hacker compromises legitimate email accounts and can then read, delete and send emails using that email account.

A fraudster may also send phony emails by spoofing, or creating an email that looks like it originated from a known email account, including internal and company-managed email accounts.

EMAIL RED FLAGS

- Last-minute change requests in Wire or ACH instructions
- Any request to send a wire to a foreign country
- "Urgent" requests and often the customer/vendor (fraudster) "cannot be contacted"
- "Secret" or undisclosed business deals requiring immediate funding
- Changes in the sender's email address
- Grammatical changes in the language used in an email string
- Odd or incorrect sentence structure
- The "Reply" email address does not match the "From" email address. The email is being spoofed.

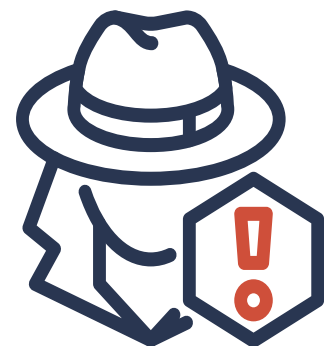
COMMON BEC FRAUD

- Wire Transfer
- ACH

MITIGATION AND PREVENTION BEST PRACTICES

- Perform call-back verification for any financial transaction initiated by email or text message from customer or vendor, senior management or a colleague. Only call back the number on file. NO EXCEPTIONS.
- Consistently apply the company's policy and procedures for handling Wire and ACH transfers including:
 - Require dual internal approvals for financial transactions
 - Set reasonable transaction limits for employees
- Conduct security awareness training including phishing with regularity.
- Treat mobile devices (smart phones and tablets) the same as computers.
- Use different and complex passwords across various business applications.
- Limit access to the internet and social media on computers used for business.
- Deploy anti-virus and anti-malware solutions, network firewalls and email filtering solutions.

Maintain an open dialogue. Contact your local branch anytime you see something suspicious.



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