

At Independent Financial, we prioritize your financial security and well-being, and we are here to help minimize losses and prevent unauthorized transactions. This guide provides information on the steps to take when you suspect fraud and how we can work together to secure your accounts.

It is important to take immediate action if your business accounts have been compromised. This will help mitigate risk and any potential loss.

HANDLING AND REPORTING CHECK OR ACH FRAUD

If you suspect stolen or counterfeited check usage or have unauthorized ACH transactions on your account, follow these steps to ensure immediate action is taken and minimize potential losses:

1. **Report fraudulent activity.** Contact Treasury Support immediately to report unauthorized or fraudulent check or ACH transactions.
2. **Secure account.** Independent Financial is required to close your existing business account and open a new one to prevent further losses. **If you are not already utilizing ACH Positive Pay and Check Positive Pay with Payee match, we highly recommend adding the service(s) to your new account.**
NOTE: A full balance hold may be placed on your account to prevent any additional transactions from processing. You will be notified once the hold is in place.
3. **Contact the nearest Financial Center to discuss any outstanding items.** If you have any outstanding items that have not yet cleared the compromised account, contact your Financial Center to place a stop payment or to discuss any available options.
4. **File a police report.** Filing a police report is strongly recommended and required for claims exceeding \$5,000. Be sure to include the police department name, contact phone number and police report number.
5. **Complete and sign any applicable forms and/or affidavits.** Fill out and sign any required documentation that has been requested. Ensure that the forms are signed by the correct party and any documents requiring notarization are notarized.
6. **Submit supporting documents.** Provide any relevant/requested documents to assist in the investigation.

HANDLING AND REPORTING WIRE FRAUD

Wire fraud occurs when a fraudulent wire transaction is requested and processed. Due to the risk and fraud involved with wires, it is imperative that you immediately notify the bank if you think that fraud has occurred. Provide all wire details – amounts, beneficiary details, dates and specifics on how the wire fraud took place.

If you have experienced wire fraud due to BEC (Business Email Compromise Fraud), a complaint may be filed online through FBI's Federal Internet Complaint Center at [ic3.gov](https://www.ic3.gov).

For assistance, please contact Treasury Support at 833.635.9291 | Treasury.Support@ifinancial.com.

Treasury Support hours: Monday - Friday 8:00 a.m. - 6:30 p.m. CT | 7:00 a.m - 5:30 p.m MT