



## Important Fraud Alert: Phone Scam Impersonating BankFinancial

Dear Valued Customers,

We want to make you aware of an active **phone scam (vishing)**. Some BankFinancial customers have reported receiving phone calls from individuals falsely claiming to be from the fraud department at **BankFinancial**, sometimes using the name **Michael Adams**. These callers state there is suspicious activity on the customer's debit card and attempt to convince customers to "verify" information in order to open a case number.

The fraudster call may display ("Spoof") **BankFinancial's** customer service phone number, making it appear legitimate on caller ID

**Important:** **BankFinancial** will **never** call you and ask for your full or partial debit card number, expiration date, CVV code, online banking credentials, or account balances.

Then: the fraudster may:

- Ask you to confirm the **last 6 or 8 digits of your debit card number**
- Ask for your **expiration date and CVV code**
- Instruct you to open your banking app and confirm your **account balance**

### What to Do If You Receive a Suspicious Call

- **Hang up immediately**
- Do **not** provide any personal or banking information
- Call **BankFinancial directly** using the phone number listed on our website or on the back of your debit card, or visit your nearest branch

### If You Shared Any Information

If you provided any information to a caller:

1. Hang up immediately
2. Contact BankFinancial right away by calling our customer service number directly or visiting a branch
3. Your **debit card will need to be canceled and reissued**
4. In some cases, it may be necessary to **close your existing account and open a new one** to fully protect your funds

Our team will guide you through the necessary steps to secure your account. In the meantime, the Bank has implemented enhanced verification procedures before any increases in debit card limits are approved.

Protecting your financial information is extremely important to us. We appreciate your vigilance and encourage you to contact us anytime if something doesn't seem right.

Sincerely,

**BankFinancial**

Customer Service Team

1.800.894.6900 | BankFinancial.com