

Recent Scam Attempts

Reported by Agency PCard Administrators

Types of Scam Attempts Recently Reported

- ❑ Voice Phishing (Vishing):
 - Phone call from someone claiming that a payment did not process for an outstanding invoice at an office supply company. The caller requested the employee's PCard information to process the invoice.
 - Phone call from someone claiming to represent Bank of America, requesting PCard information.
- ❑ Text (Smishing) – claiming account has been suspended.
- ❑ Email – claiming “online bill error” and “irregular activity” on BOA account. (Two different issues on same email.)

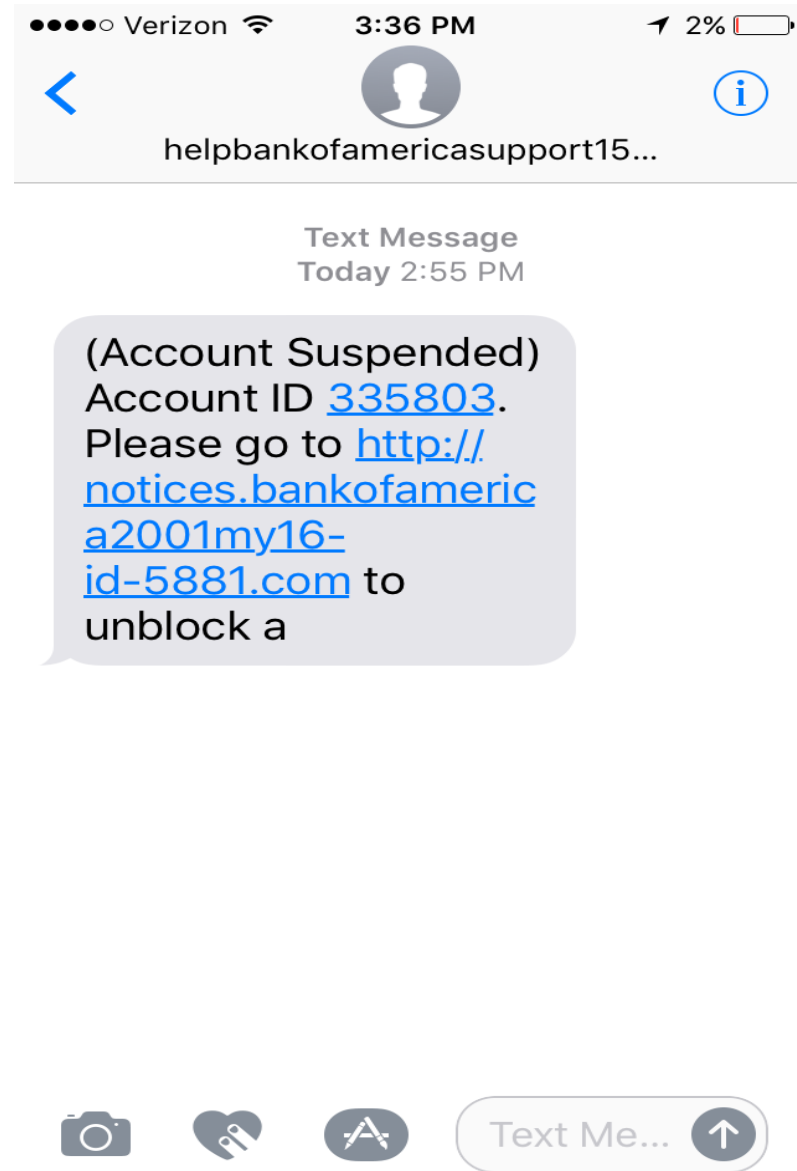
Remember: BOA does not maintain cardholders' personal contact information.

from Bank of
America's
Abuse Team

“To protect themselves, customers are advised to be highly suspicious when receiving messages or phone calls asking for or directing them to call and provide credit card or bank numbers. When in doubt, calling a company's telephone number listed on their bank statement or other official sources is recommended instead of calling numbers from messages of dubious authenticity.”

(For our program, cardholders should contact their Agency PCard Administrator.)

example of
suspicious text



example of
suspicious
email
(notice the "from"
email address and look
for misspellings.)

Sent from my iPhone

Begin forwarded message:

From: Bank of America Online <ndalton@relinkmedical.com>

Date: March 23, 2017 at 9:49:07 AM EDT

To: ****, **** <****.****@state.fl.us>

Subject: Online Bill Payment Error Detected



We have detected irregular activity on your account. For your protection, you must verify this activity before you can continue using your account.

Click on the [Get start](#) con below to review your account to avoid account temporary lock.



Sincerely,

Account Security Dept.

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Reporting a Suspicious Email to Bank of America

For BOA to properly evaluate the suspicious email, the original message (in its entirety) should be sent to Bank of America, as follows:

DIRECTIONS: Open the original email in question, then click on the “Other Actions” icon at the top of the original message window. Finally, click on the option to “Forward as Attachment” and address the new message to abuse@bankofamerica.com.