



# Avoiding Fraud and Scams: Protect Your Personal Information

Presented by the Connecticut Department of Banking

1

## Department of Banking (DOB)

### We Regulate:

- State-chartered banks and credit unions
- Consumer credit (non-depository)
- Securities industry

### We Protect Consumers and Investors:

- Regulation of financial services
- Educational outreach



2

## Banking Scams and Financial Fraud



3

## Government Imposter Scam

- Fraudulent calls, texts and emails from those pretending to be from government agencies
- May ask you for money, personal information, or both
- If they ask you to send cash, pay with a gift card, or wire money it is a scam



4

## Grandparent Scam

- You receive a call from someone claiming to be a family member.
- Tells you there is an emergency and you need to wire them money, often out of the country.
- Begs you not to tell their parents.



5

## Tech Support Scam

- You receive a phone call, email or "pop up" telling you there is an issue with your computer.
- Says you need to give them "remote access" in order to fix your computer.
- May install Malware or try selling you worthless repair service.



6

## Tips to Protect Yourself



**Do NOT** click on unsolicited pop-ups, links sent via text messages, or email links or attachments.



**Do NOT** contact the telephone number provided in a pop-up, text, or email.



**Do NOT** download software at the request of an unknown individual who contacted you.



**Do NOT** allow an unknown individual who contacted you to have control of your computer.

The US Government will never request you send money via **wire transfer, cryptocurrency, or gift/prepaid cards**.

7

## "You've Won!" Scam

- You receive notice that you have won something - a prize, a trip, the lottery, or a sweepstakes.
- Tells you that you need to pay a fee in order to claim your winnings.
- Asks for your bank account information or a credit card. May tell you to wire the money or send gift cards.



8

## Charity Fraud and Scams

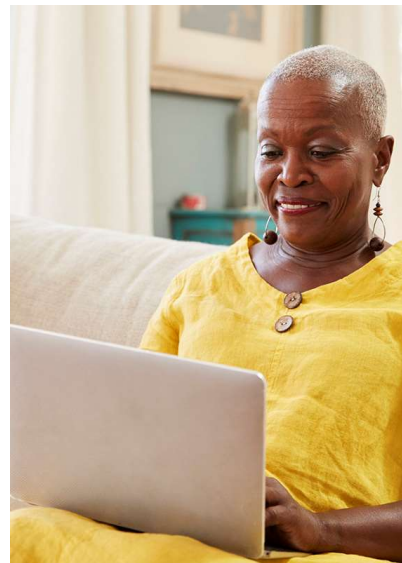


- Scammers follow the headlines.
- Hang up on unsolicited charity requests.
- Never give your bank account or credit card number as payment.
- Never send cash, gift cards or wire money in response to a donation request.
- Be leery of texts or emails that look like charity requests.
- Always do your research before donating.

9

## Romance Scam

- You meet someone on a social media or dating site.
- You develop a friendship or even relationship.
- Tells you he/she loves you but they live far away.
- Asks you for money - plane ticket, emergency surgery, family needs, etc.



10

## Investment Fraud: Warning Signs

- Promises of Guaranteed Returns and Quick Profits
- Investment is Risk-free
- Refusal to Send Written Information
- High Pressure Sales Tactics
- Sounds Too Good to be True

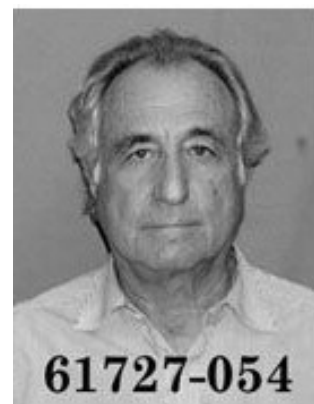


11

## Investment Fraud



Think you can trust this man?



Think again.

12

## Cyber Frauds and Schemes



13

## Cybercrime and Online Scams



In 2023, the Internet Crime Complaint Center received **over 880,000 complaints** regarding Internet scams.



**Losses totaled \$12.5 billion.**



Phishing/Spoofing are **#1** crime type reported, but the largest losses are from investment scams.

14

## Sample Phishing Email

From: [United States Postal Service](#) > UP  
 To: [Me](#) > Hide

**Our companys courier couldn't make the delivery**  
 March 18, 2019 at 4:29 AM

---

**USPS.COM**

en-US

**We have sent you a message**  
 We have sent you a message with the required information

[View details](#)

**Sign in and get started!**  
<http://www.usps.com/>

**Forgot your password? Reset it here.**  
<https://reg.usps.com/forgot>

[USPS.com](#) | [Privacy Policy](#)  
[Customer Service](#) | [FAQs](#)

This is an automated email please do not reply to this message. This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please delete. Any other use of the email by you is prohibited.

[cjh9669@newyorkcity.com](mailto:cjh9669@newyorkcity.com)

Not a valid USPS e-mail address.

Hyperlinks are not valid USPS links

Do **NOT** click on links!

15

## Sample Email Phishing

**Apple** Thursday  
 To: Kathleen >

**Case ID [[0-0786592](#)]**

Hello,

Due to a problem with the payment method you provided, we couldn't charge your account for your case (#C 02-0883618-80220824).


If you don't update your information in 24 hours, your Apple ID will be permanently locked.

To unlock Apple ID, please visit this link to log in to your Apple ID and update your billing information.

<https://appleid.apple.com/update/billing>

Apple Support

---

  
Copyright © 2020 Apple Inc.  
 One Apple Park Way, Cupertino, CA 95014 USA.

Do **NOT** click on links!

16



# Email Spoofing

[u20180394@univo.edu.sv](mailto:u20180394@univo.edu.sv)

This is not my friend's e-mail address.

Do NOT click on links.

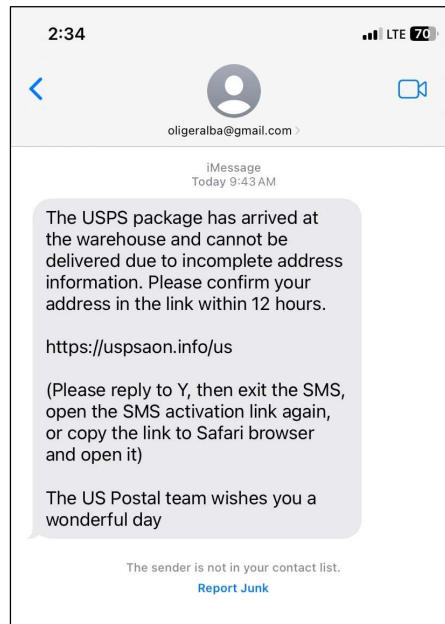
17

# Text Scam

Do NOT click on links.

18

## Text Scam



19

## Protect Yourself



Always verify who you are speaking with by phone.



Never give out personal information in response to unsolicited calls, e-mails, or texts.



Never wire, send gift cards or use cryptocurrency to send money to strangers.



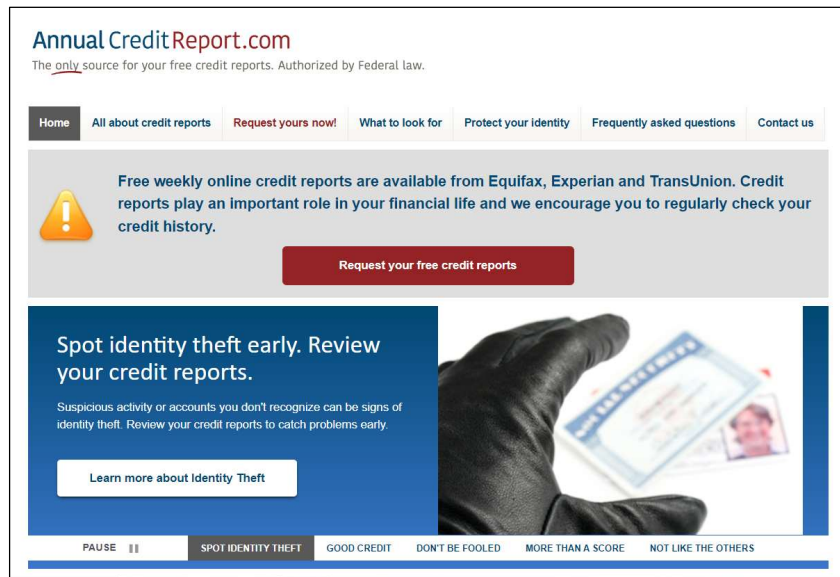
Review your financial account statements.



Check your credit reports.

20

## Free Credit Reports



21

## More Protections

-  Password-protect your computer and mobile devices
-  Shred documents that contain personal information before disposing of them
-  Use privacy settings on social media, and don't share personal information online
-  Be sure to clear your personal information before disposing of computers or other devices
-  Beware of phishing calls, e-mails or texts

22

**Thank you!**

**Connecticut  
Department of Banking**

[www.CT.gov/DOB](http://www.CT.gov/DOB)

[www.Facebook.com/ctdob](https://www.Facebook.com/ctdob)

1-800-831-7225

[banking.complaints@ct.gov](mailto:banking.complaints@ct.gov)

