

# Fraud Prevention Tips

## Protect Yourself From Phone and Mail Scams

- **Lottery/Sweepstakes** – You receive a letter in the mail that says you are the lucky winner along with a check! You are instructed to call a number on the letter and are then instructed to deposit the check, keep an amount for yourself, and return the balance to pay for “taxes” or “fees”. Ask your bank for assistance before depositing such a check. Chances are the check is fake.
- **Advance Fee Fraud (419 Scams)** – You receive mail or a fax notification that some long lost unknown relative has left you money, or you have just been given the opportunity of a lifetime as someone looking for a business partner is willing to let you have millions of dollars. Unfortunately, you have to send them money not just one time, but again and again without receiving any of the promised millions.
- **Fake Check** – You receive an unsolicited check from an unknown party in the mail. Before you deposit it, ask your bank for assistance.
- **Phone Phishing** – You receive a telephone call, or text message, from someone who says they are an employee of your bank and ask to confirm information on your account or to say your debit card was compromised or deactivated. This is a scam. Do not give your card number, personal information, PIN number out if you receive such a call. Your bank has no reason to ask you for information it already has in its records. If you believe you were the victim of such a scam involving Bank Mutual, contact Bank Mutual Customer Service at 1-800-261-6888.



Register your home and cell phone numbers with the Federal Do Not Call Registry at 1-888-382-1222 and the Wisconsin Do Not Call Registry at 1-866-966-2255. For more information or to file a complaint see the State of Wisconsin No Call home page at <https://nocall.wisconsin.gov/web/home.asp>.



For more information or to file a complaint if you believe you are the victim of mail theft, mail fraud, a false change of address or Identity Theft via mail fraud; see the U.S. Postal Inspection website at <http://postalinspectors.uspis.gov>.



# Bank Mutual

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