



# Frauds and Scams Presentation

Presented by:

First West Credit Union - Corporate Security

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# Agenda

- **Common Scams**
- **Online Banking Fraud**



# SCAM Definition

- Scam is trick or con used to get you to part with something of value.
- Theft with a lie



# Common Scams

Emergency/Grandparent Scam

Lottery/Sweepstakes Scam

Microsoft/Windows Scam

Overpayment Scam

Romance Scams

CRA Scam

Hang Up/Call back scam



# Emergency/Grandparent Scam



# Protect Yourself

- Never send money to anyone you don't know and trust
- **Verify!** the person's identity before you take steps to help
- Ask the person questions that only your loved one would be able to answer



# Lotto/Sweepstakes Scam

Division of Yahoo Internet Lottery

**YAHOO!** NEWS



**YAHOO!** MAIL Lottery

\*ONE MILLION UNITED STATE DOLLARS\*



AUTHORIZED BY YAHOO! MAIL INC.

**CONGRATULATIONS !!!!**  
**YOU WON \$1,000,000.00 DOLLARS!**

YOU HAVE BEEN ANNOUNCED AS ONE OF TOP 25 LUCKY WINNERS !!!

CONGRATULATIONS!

Yahoo! International Lottery Organization  
Bangkok Branch Office  
Address: 3 Rajdamnern Avenue



# Protect Yourself – Lotto Scam

- You cannot win money or a prize in a contest unless you have entered it yourself, or someone has entered it on your behalf
- Legitimate lotteries do not require you to pay a fee or a tax to collect winnings
- Disengage and Do not Reply!





# Letters...Letters...Letters...



# Computer Scam/Vishing Example



# Protect Yourself: Microsoft/Windows Scam

- Never give access to your computer to anyone over the phone unless you have called legitimate tech support
- Don't give your personal or credit card information over the phone



# Overpayment Scam

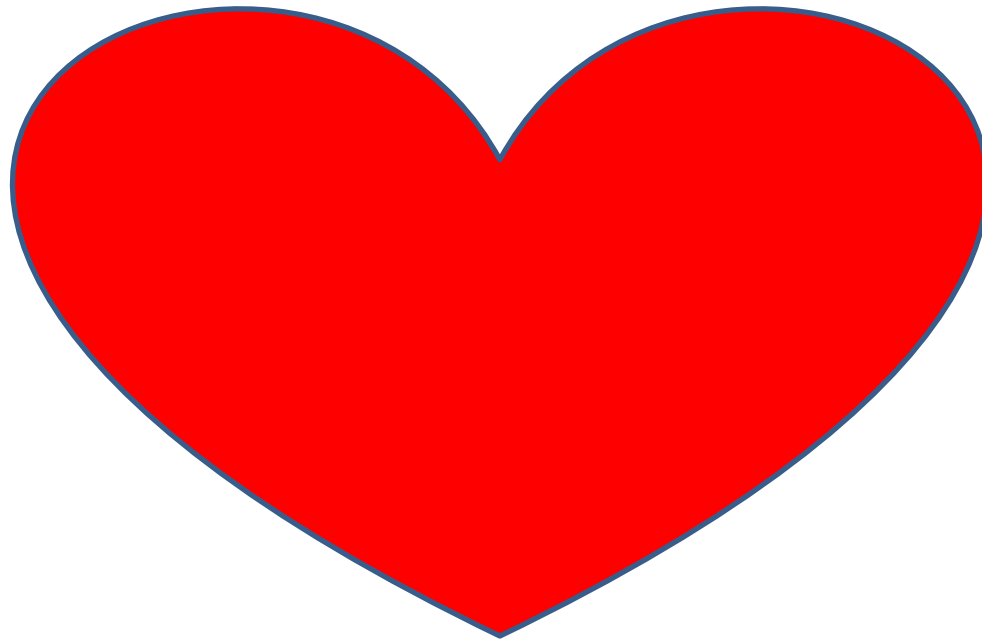


# Protect Yourself: Overpayment Scam

- Don't accept a cheque or money order for payment for goods that is more than what you agreed upon
- Be wary of international/non-local buyers
- When in doubt, have your financial institution verify the cheque (amount and payee)



# Romance Scam



# Protect Yourself: Romance Scams

- Never send money, or give credit card or online account details to anyone you do not know and trust
- Don't give out personal information in an email or when you are chatting online



# Canada Revenue Agency Scam

**The CRA is Not  
Calling You**

**Protect Yourself from Tax Fraud**





# Protect Yourself: CRA Scams

- CRA Does Not accept payment in Bitcoin or gift-cards. Anyone who requests this payment is not from the CRA.
- **Verify!** Call CRA using the number on their website.
- **Urgency?** If there is urgent need to pay its likely a scam.
- Don't give out personal information over the phone



# Online Banking Fraud Definition

- **Banking credentials are compromised by fraudsters**
  - Passwords, Account numbers, Banking information
- **Unauthorized use of account and personal banking information**



# How does online banking fraud happen?

- Phishing
- Pop Up Ads
- Social Media
- Vishing
- Websites



# Phishing Example

Mailbox FDiv-Regina\_CCS - [redacted] Terms & Conditions have changed

---

From: [redacted]@[redacted].com  
To: [redacted]  
Date: 2012-09-13 07:05  
Subject: [redacted] Terms & Conditions have changed

---

Dear Customer,

You've entered [redacted]@[redacted].ca as the contact email address for your [redacted] online banking account.

As we previously announced on the [redacted] website, the Terms & Conditions have changed

To complete the process and continue using your online account, we need to verify that this email address belongs to you.

Simply click the link below, sign in using your EasyWeb online ID (1305 xxx xxx xxx) and complete the form.

[http://\[redacted\].vaw/idp/login.htm?execution=e1s1](http://[redacted].vaw/idp/login.htm?execution=e1s1)

Thanks,



# Fake Website

## ONLINE BANKING

- ▶ [Help with Sign-In](#)
- ▶ [Personal Online Banking](#)
- ▶ [Business Online Banking](#)
- ▶ [Take a Tour](#)
- ▶ [Enrol Now!](#)

## SECURITY & PRIVACY

- ▶ [Sign In Protection](#)
- ▶ [Information Security](#)
- ▶ [Privacy](#)
- ▶ [E-mail Fraud](#)

## Sign In to Online Banking

Card Number :

Remember My Card Number [Learn More](#)

Password :  [Forgot Password?](#)

Enhanced Security

(Recommended for access from shared or public terminal, internet cafe, or library.)

Sign In

Change Password

 Important Notices



# Pop Up Ad Example

Home » Healthy Cooking » Kids Cooking » Test Kitchen Secrets: How to Bake a Healthier Cupcake

facebook | twitter | pinterest | RSS

## Test Kitchen Secrets: How to Bake a Healthier Cupcake

Delicious recipes

**INTRODUCE ANTIOXIDANTS**



**FULL YEAR**  
for only **\$9.99**



Say "YES!" to a FULL YEAR of Eating Well Magazine for only \$9.99. Plus, you'll get our exclusive *Easy Seasonal Desserts* cookbook **ABSOLUTELY FREE!**

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EATING WELL® Magazine is currently published 6 times annually – subject to change without notice. Double issues may be published, which count as 2 issues.



# Social Media Example



# How to protect yourself

- **Anti-Virus software**
- **Spyware protection**
- **Systems up to date**
- **Secure Wi-Fi**
- **Strong passwords**





# Choose a strong P@55woRd!

- 8 characters minimum
- Lower & Upper case letters
- Number & Symbols
- Phrases



# Characteristics of weak passwords

## Things to Avoid:

- **Previously Used Passwords**
- **Friends/Family/Pets names**
- **Your Name**
- **Your Login Info**
- **Keyboard Patterns**
  - **QWERTY**



# RESOURCES

- **Canadian Anti-Fraud Center**
- **Your local community police office**
- **Your local financial institution**
- **Competition Bureau of Canada**
  - **Little Black Book of Scams**





# Questions?





**Thank You.**

