Spot common scams

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Scammers are friendly, urgent and convincing. The best defense is knowing their playbook.

Scam	What it sounds like	What to do
Impersonation	"This is Featherstone fraud prevention. Read me the code we just sent."	Hang up. Call us at the number on your card.
Grandparent scam	"Grandma, I'm in trouble. Please don't tell Mom."	Call your family member directly on a number you know.
Romance scam	An online partner you've never met needs money for an emergency	Never send money to someone you haven't met in person.
Fake check overpayment	"I sent too much. Can you send the difference back?"	Wait for the check to fully clear, and never send money back.
Gift card payment	"Pay the fine with gift cards to avoid arrest."	No government agency or business takes gift cards as payment.

If you think you've been scammed

1. Call us right away at (555) 014-3300.
2. Change your online banking password.
3. Report it to the Federal Trade Commission at reportfraud.ftc.gov.

Worried about an older family member? Our staff are trained to recognize signs of elder financial exploitation, and you can always call us to talk it through.