



Telephone Scam

Savers Bank has recently learned of a telephone scam attempting to obtain cardholder information. The details are as follows:

Cardholders have received computer-generated calls claiming to be from Savers Bank . The calls claim their accounts have been frozen and then direct the cardholder to call a toll-free number to leave their debit card information in order to reactivate any cards. The toll-free number includes a recorded message that asks the customer to key their account number, card expiration date, and PIN.

Savers Bank recommends the following:

Should you receive any questionable calls, please make sure you do not provide your personal information.

In addition, here are some useful tips and/or characteristics of a fraudulent call:

- Make sure you initiate the contact, and we verify your identity with questions only you would know.
- To verify whether a call is legitimate, call us or visit our website, using phone numbers or internet addresses from your bank statement or account documentation. Do not call back a number provided over the phone or click on a link in an email.
- Most communications will include something that will concern or excite the victim.
- If you have been the victim of a scam, file a complaint at local law enforcement.
- Notify your financial institution.

If you have any further questions, please call Savers Bank at 800-649-3036.

Sincerely,

Paul Jalbert
President and CEO