

## Vishing Scams

Vishing is a social engineering technique for acquiring personal or financial information from consumers using the telephone network. In past scams in our service areas, residents received automated phone calls and texts stating 'your debit card has been blocked or suspended'.

**"Busey and other financial institutions will never call a customer requesting personal information,"** says Heidi Ponder, Vice President & Fraud Officer for Busey. "Criminals rely on technology, such as cell phones, and use trusted names to trick consumers into submitting their information to commit fraud."

If you receive an automated phone call or text claiming to be from Busey, do not respond, simply hang up or delete the text. If you have given out your personal information please contact Busey immediately at 1.800.67 | Busey (1.800.672.8739). For more on vishing and other threats to personal information, visit the information security center on ***busey.com***.



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