

SCAM ALERT: Customers receive fake text messages about their MasterCard debit cards. Do not respond!

November 6th, 2022

SCAM ALERT: Several customers recently reported that they received text messages from an unknown source indicating their MasterCard debit cards had been locked. The call back number listed was not associated with Mound City Bank. This is an example of a smishing scam in which the scammer tries to trick the recipient into giving personal financial information. **Do not respond to these types of texts!**

Remember, Mound City Bank will **never** call, email or text you and then ask for your credit or debit card numbers. Be mindful of incoming text messages or voice calls and follow these precautions:

- A fraud alert from Mound City Bank will look as follows: Mound City Bank Fraud Alert: Did you attempt transaction on Debit card ending xxxx at Merchant Name in State Name for \$xx.xx. Reply YES or NO.
- Do not respond to SMS text messages, voice calls, or messages that appear to be about your accounts if you DON'T feel good about it or it's not identified as Mound City Bank.
- Never provide personal information, debit card or account details, or online banking credentials in response to incoming SMS text messages, emails or phone calls.
- Avoid clicking on links or calling a telephone number contained within text messages received.
- If you suspect a scam, call the bank directly at the number listed on your monthly statement.

If you have any questions or concerns regarding the security of your account or information feel free to contact the Mound City Bank directly at 1-888-622-6069.

Example of fake text message:

