

# BITS

FINANCIAL SERVICES  
R O U N D T A B L E

## QUESTIONS FOR FINANCIAL INSTITUTIONS TO ASK CUSTOMERS CALLING TO REPORT AN EMAIL HOAX

Caller's name: \_\_\_\_\_

Phone number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Is the customer an account holder? Yes \_\_\_ No \_\_\_

What relationships does the caller have with the institution?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

If yes, does the customer use online banking? Yes \_\_\_ No \_\_\_

If yes, account information: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What type of Internet connection does the caller use, i.e., dial-up, DSL, ISDN,  
cable, satellite? \_\_\_\_\_

Does the caller have a copy of the email? Yes \_\_\_ No \_\_\_

If yes, can they provide a copy of the email? Yes \_\_\_ No \_\_\_

What does the email say or request? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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Did the email request personal/financial information?

If yes, what information was requested? \_\_\_\_\_

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Did the caller provide the information? Yes \_\_\_\_\_ No \_\_\_\_\_

Does the email request the caller to visit a URL? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, what is the URL? http:// \_\_\_\_\_

If yes, did you visit the website? Yes \_\_\_\_\_ No \_\_\_\_\_

What did you find at the website? \_\_\_\_\_

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Did the website at the indicated URL request personal/financial information? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, what information was requested? \_\_\_\_\_

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Did the caller provide the requested information?

Yes \_\_\_\_\_ No \_\_\_\_\_

Did the email/URL ask that the caller download a file? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, what is the name of the file? \_\_\_\_\_

Did the caller execute the file? Yes \_\_\_\_\_ No \_\_\_\_\_

Does the caller have anti-virus protection? Yes \_\_\_\_ No \_\_\_\_

If yes, did the program find a virus with the email? Yes \_\_\_\_ No \_\_\_\_

**INFORMATION THAT SHOULD BE PROVIDED TO CUSTOMERS:**

- Customers need to be warned that other accounts could be affected.
- If the customer does have anti-virus software they should update and run their software at their earliest convenience. If they do not have anti-virus software it should be installed and run at their earliest convenience.
- Customers should contact the three major credit bureaus and obtain a copy of their credit reports. These reports should be reviewed monthly for any changes.

	<a href="#"><u>Equifax</u></a>	<a href="#"><u>Experian</u></a>	<a href="#"><u>Trans Union</u></a>
Address	P.O. Box 740241 Atlanta, GA 30374-0241	P.O. Box 2104 Allen, TX 75013	760 Sproul Road P.O. Box 390 Springfield, PA 19064- 0390
Order Credit Report	1-800-685-1111	1-888-EXPERIAN (397-3742)	1-800-916-8800
Report Fraud	1-800-525-6285	1-888-EXPERIAN	1-800-680-7289

**Note: Financial institutions may want to suggest that customers join the credit bureaus' alert notification programs.**

- If a virus was deployed, customers should install a Trojan horse and/or worm detection software.

**Note: Financial institutions may want to send customers educational materials on software options and home computer security.**