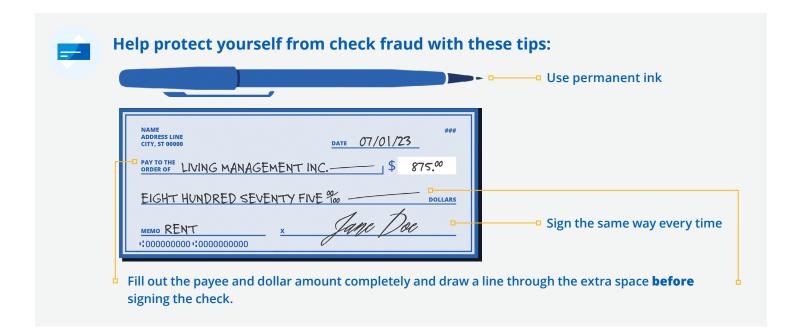


Let's work together to help keep your money safe from fraud and scams



Help increase your account security with these six steps:

- ☐ **Use chase.com or the Chase Mobile® app** to monitor your transactions.
- □ **Set up and customize Account Alerts** to get notified of purchases or withdrawals over a certain amount.
- □ **Go paperless** to reduce the risk of fraudsters stealing information from your paper statements.
- □ **Sign up for credit score and identity monitoring** with Chase Credit Journey® at **chase.com/CreditJourney**. Get alerts for changes to your credit report or if your info is found in a data breach or on the dark web.
- ☐ **Keep contact information on your accounts up to date** so you can be reached in case of fraudulent activity.
- □ **Set up 2-step verification**, which requires you to enter a unique code every time you sign in.





Be aware: Scammers may ask you to send money

Once you send money with a wire transfer, pay with cryptocurrency or digital payments like Zelle® or read someone a gift card number, it's often impossible to get your money back.





Watch out for suspicious calls, emails and texts:

- **Scammers can copy phone numbers** to make it look like the call is coming from Chase or other credible companies to persuade you to give them your personal information, ask for help with a purchase or urgently request money.
- **Be careful with emails that look reputable** but contain typos or grammatical mistakes they may ask you to respond, call a fraudulent number or go to a website and enter personal information. Don't open any attachments because you could be giving scammers access to your computer.
- **Don't click on links in emails or text** messages when you don't know the sender.

Remember: Chase will never call, email or text asking for your personal information. When in doubt, call us using the phone number on the back of your debit card.



Follow these tips to help protect yourself online:

- **Use a unique password** or combination of words that's harder to crack.
- **Keep software and apps up to date** to help protect yourself from known security threats.
- Be cautious using open Wi-Fi in public spaces where scammers can intercept your data.
- Check a website's security before entering your personal information look for the lock symbol or "https" in your browser's URL field.
- Navigate social media safely be cautious about what information you're sharing and with whom.



If you suspect fraud, act quickly:

- If you suspect fraud on any of your Chase accounts, have any doubts that a communication is from Chase or may have sent a scam-related wire transfer through Chase, call the phone number on the back of your debit card.
- If you suspect identity theft, contact the relevant companies or banks and have credit bureaus add a fraud alert:

Equifax.com or 1-800-525-6285

Experian.com or 1-888-397-3742

TransUnion.com or 1-888-909-8872

Contact local law enforcement and report the fraud to the Federal Trade Commission at <u>ReportFraud.ftc.gov</u> or <u>IdentityTheft.gov</u>.

For more information on fraud and scams, visit chase.com/ProtectingYou.

Chase Mobile® app is available for select mobile devices. Message and data rates may apply.

Account Alerts: There is no charge from Chase, but message and data rates may apply. Delivery of alerts may be delayed for various reasons, including service outages affecting your phone, wireless or internet provider; technology failures; and system capacity Enrollment in Zelle® with a U.S. checking or savings account is required to use the service. Chase customers must use an eligible Chase consumer or business checking account, which may have its own account fees. Consult your account agreement. To send money to or receive money from a small business, both parties must be enrolled with Zelle® directly through their financial institution's online or mobile app experience. Funds are typically made available in minutes when the recipient's email address or U.S. mobile number is already enrolled with Zelle® (go to enroll.zellepay.com to view participating banks). Select transactions could take up to 3 business days. Enroll on the Chase Mobile® app or Chase Online®. Limitations may apply. Message and data rates may apply. Only send money to people and businesses you trust. Neither Chase nor Zelle® offers a protection program for any authorized payments made with Zelle®, or provide coverage for non-received, damaged, or not-as-described goods and services you purchase using Zelle®, so you might not be able to get your money back once you send it.

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