



PRESS RELEASE

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Member FDIC



@BankofGuam

Bank of Guam was established over 50 years ago, and as The People's Bank, is Guam's first locally owned and chartered bank. Built on the vision of founder Jesus S. Leon Guerrero to be the driving force for prosperity in the communities it serves, the Bank's work continues through its network of over 500 employees spanning 6,000 miles and 16 branches across Guam, the Commonwealth of the Northern Mariana Islands, the Federated States of Micronesia, the Republic of the Marshall Islands, the Republic of Palau, and San Francisco, California.

May 23, 2024

BANK OF GUAM® ALERTS CUSTOMERS TO RECENT VISHING AND PHISHING SCHEME

Hagåtña, Guam – Bank of Guam is alerting all customers to a recent vishing and phishing scheme. Vishing, or voice phishing, involves fraudulent phone calls designed to deceive individuals into disclosing sensitive personal and financial information.

Fraudulent callers are using sophisticated technology to spoof Bank of Guam's main customer service line, making it appear as if the fraudster's call is coming from the Bank's telephone number, (671) 472-5300.

With phishing, bad actors pretend to be from the Bank by using email addresses that are very similar to legitimate Bank email addresses.

These imposters may ask for personal information such as account numbers, passwords, Social Security numbers, and other sensitive data. They often create a sense of urgency or threaten negative consequences, such as account suspension, to pressure victims into compliance.

Customers are reminded that Bank of Guam will never ask you for account details or private information over the phone or email unless the customer initiates the communication. Bank of Guam will also never ask you to validate your personal information outside of our secure channels. To protect yourself from vishing or phishing scams and other fraudulent activities, here are some best practices to remember:

- **Be Vigilant:** Always be cautious when receiving unsolicited phone calls or emails asking for personal information.
- **Verify Calls:** If you receive a call purporting to be from Bank of Guam, do not provide any personal information. Instead, hang up and call customer service directly at (671) 472-5300 to verify the call.
- **Beware of Unsolicited, Suspicious Emails:** Be cautious of emails that appear to look like they come from the Bank. Make sure to verify the sender address to determine if it's legitimate. If it looks suspicious, do not click on any links or open any attachments. Delete the message and empty your trash folder.
- **Report Suspicious Activity:** Report any suspicious calls or emails to the Bank immediately to ensure these activities are tracked and handled timely.
- **Protect Personal Information:** Never share personal or financial information over email or phone unless you are certain of the caller's identity.
- **Monitor Your Accounts:** Check your accounts regularly and report any unauthorized activity immediately to the Bank.

Safeguarding our customers' information is a top priority, as is ensuring our systems are secure and our teams are trained to identify, mitigate and report these types of events quickly. We encourage all our customers to continue to remain vigilant, monitor your account transactions regularly and always remember, the Bank will never call you and ask you to provide your account information.

-Joaquin P. L.G. Cook, President and Chief Executive Officer, Bank of Guam



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Bank of Guam has reported this vishing and phishing scheme to the local FBI office and is working closely with law enforcement to address and mitigate these fraudulent activities.

For more information on how to protect yourself from fraud, please visit <https://www.fbi.gov/how-we-can-help-you/scams-and-safety/common-scams-and-crimes/spoofing-and-phishing>.