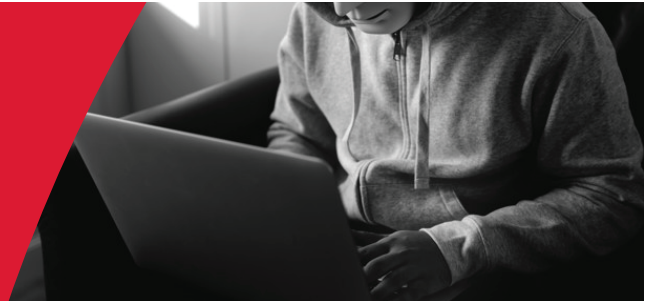


Preventing & Reporting Fraud



BE PROACTIVE: TOP TIPS TO HELP PREVENT FRAUD

Every day fraudsters use all kinds of strategies, technologies and techniques to try and steal from businesses of all sizes. These four simple tips can help keep your business safe.

1

Notice the unusual

If you get a suspicious request or unexpected email from an employee, vendor or business partner – **be very cautious**. The sender may not be who you think. They may be impersonating, or *spoofing*, someone else. Before you act on any unusual request, take the time to look for potential red flags such as, urgent demands and emails with unexpected links or attachments.

2

Know who you're talking to

Sometimes fraudsters pretend they're a CEO or supplier and request funds or confidential information. Before you send a wire transfer, change account information or divulge confidential details, ensure the receiver is **someone you actually know and trust**. Always contact the sender directly by phone or email, using contact information from your records.

3

Educate your employees

Ensure your employees know how to keep the business safe from fraud:

- Teach your employees how to recognize, avoid and report fraud.
- Develop security policies which employees can understand and follow.
- Ensure employees use passwords that are complex, hard-to-guess and unique. They **should never re-use passwords**.

4

Protect your systems

Securing your systems can help your business stay safe. Be sure to:

- Scan your systems for viruses and malware, and remove any malicious software.
- Keep anti-virus and firewall software up to date.
- Use two-factor authentication whenever possible.

THINK YOU'VE BEEN SCAMMED?

Every year thousands of Canadians are tricked into sharing confidential information, installing malware or sending money to fraudsters. If you think that your business has been scammed, take action right away. The faster you do, the more chance there is of minimizing the damage.

1

Report it

- **Contact Scotiabank immediately:** Don't wait until the next business day. Call us right away at 1 (800) 265-5613. The sooner we know, the more effective we can be in helping you reduce the damage.
- **Tell the authorities:** Contact your local police and the [Canadian Anti-Fraud Centre](#) to report the scam.

2

Contain it

- **Update passwords:** Immediately change the passwords you use to access computers, email, financial information and other sensitive data.
- **Tell your IT department or supervisor:** Your company may have a process to secure information and restrict access to accounts. They may even help you back up, wipe and restore your computer.
- **Remove malicious software:** Use your internal IT department or an external IT professional to scan your system and remove any viruses or malware.

3

Learn from it

Talk to your employees about the fraud. Make sure they know how to recognize a scam and discuss ideas to prevent it from happening again. Ensuring that employees understand fraud prevention can help **keep your business safe**.

WANT TO LEARN MORE?

Stay Safe From Scams

Learn more about email and phone fraud.

Get Cyber Safe

Find out about cyber safety at home and work.

Canadian Anti-Fraud Centre

Stay on top of the latest frauds so you can avoid them.

Fend Off Fraud

Discover how to prevent cheque and credit card fraud.