

Phishing Scammers Will Try to Steal Your Identity

FACT 1

Phishing (pronounced “fishing”) is the latest Internet scam. In a phishing scam, you could receive an e-mail that appears to be from a reputable company that you recognize and with whom you do business, such as a financial institution.

The e-mail will probably warn you of a serious problem that requires your immediate attention and in an effort to correct the problem, you could be asked for your account number, password, pin number, Social Security number or the information you use to verify your identity when speaking to your real financial institution, such as your mother’s maiden name or your place of birth.

Once supplied with your personal information, phishing scammers can assume your identity and obtain loans, credit cards and even driver’s licenses. They can damage your credit, your financial history and your personal reputation which can take years to correct.



FACT 2

First Federal Bank of California will NEVER send you an e-mail requesting your account numbers, passwords, pin numbers or any other personal information. If you ever receive an e-mail that says it’s from First Fed and it asks you to verify or provide personal information, **DO NOT RESPOND TO THE REQUEST** – it’s a phishing scam.

FACT 3

First Federal Bank of California will NEVER send you an e-mail that directs you to our Web site and once you’re on the site, asks you to provide account and other personal information for verification purposes. If you ever receive an e-mail that directs you to a First Fed Web site and asks you to provide account or other personal information, **DO NOT RESPOND TO THE REQUEST** – it’s a phishing scam.

Your Privacy is Important to Us

In summary, never reply directly or click on a link in response to an e-mail that appears to be First Fed asking you for financial or personal information. Just delete the e-mail and report that you received a suspicious e-mail to the Federal Trade Commission at spam@use.gov or visit www.ftc.gov. At First Fed, protecting your personal data is one of our most important responsibilities and one that we take very seriously.

For more information, including First Fed’s Privacy Policy, please call a FirstFed Direct specialist at 1-800-226-5332.



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