



Protect Yourself from the Home Warranty Mail Scam Circulating Throughout Wisconsin

Have you recently received a piece of mail regarding your home warranty? If so, you may have been the victim of a scam attempt. The [Office of the Commissioner of Insurance Wisconsin](#) (OCI) and the [Wisconsin Department of Agriculture, Trade and Consumer Protection](#) (DATCP) are warning of an ongoing mail scam that is targeting homeowners. Continue reading for the details.

What Does the Scam Look Like?

If you have become the victim of the scam attempt, you have likely received a mailer warning that your home warranty is expired or will soon expire. These mailers can look legitimate, possibly even containing information sensitive to your mortgage such as the lender information. The goal is to obtain sensitive information and use it for malicious purposes.

BEWARE: Home Warranty Scam Letters

These letters:

- Use threatening language or are unnecessarily urgent
- Appear to be from a vague, nonspecific government agency
- Contain details that may not fit your personal circumstances



Learn more at ConsumerProtection.wi.gov.



Protecting Yourself from Scammers

According to the DATCP, the best course of action is to not respond or to reach out to any of the listed phone numbers on these mail pieces. If you receive a mailer that checks any of the boxes below, please shred the document and contact your lender.

Mailer Red Flags:

- **Use of Threatening Language or Urgency** - including use of language such as "Final Notice," "Immediate Response Requested," or "Your Coverage Will Be Revoked."
- **Using Information that Doesn't Match Your Situation (ex: no home warranty)**
- **No Agency or Government Information**
- **No Return Address**

- Inclusion of Fake Checks

For additional security information, you can visit [Oak Bank's Security Information](#) on our website.



Oak Bank will never ask for personal information over an unsolicited phone call, text, email, or online chat. Never share your account information, PIN number, username/password or one-time password.

If you receive an unsolicited phone call or text message requesting your Oak Bank account information, report it immediately by calling 608.441.6000 or sending an email to bank@oak.bank.



Need help with your account?

Email: bank@oak.bank
Call: 608.441.6000

If your Oak Bank Debit/ATM Card has been misplaced, call 800.472.3272.

If you have misplaced your Oak Bank Visa Credit Card, call 800.423.7503.

Visit Oak Bank Online



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877.625.2265 Toll Free



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