



Security Alert: New “Phantom Hacker” Fraud Warning



□ Security Update: FBI Warning — The “Phantom Hacker” Scam

The FBI has issued alerts regarding a deceptive fraud known as the **Phantom Hacker** scam, which has led to severe financial losses.

How the Scam Works

- Scammers contact victims via phone, text, email, or pop-up, impersonating tech, government, or banking officials.
- They claim hackers have compromised your device and urge you to call “tech support.”
- Victims are instructed to install remote-access software, supposedly to scan their computer.
- Scammers then request the victim check their bank account—while monitoring everything—and persuade them to transfer money to a “safe” account under the false premise of protecting their funds. That “safe” account belongs to the scammers.

Recommended Action

- **Never** install software or apps at the request of unsolicited calls, texts, or pop-ups.
- **Never** click links or open attachments from unknown messages.
- **Hang up** and call back using only verified contact numbers—not those provided by the caller.
- Know that **legitimate entities (including Oak Bank or the FBI) will never call you unexpectedly to request software installation or fund transfers.**

If targeted or suspect fraud, report the incident immediately to the [FBI Internet Crime Complaint Center \(IC3\)](#).

Your safety matters to us. If you ever have questions or something feels off, give us a call at 608.441.6000. We're here to help!

Information on our website.



Need help with your account?

Email: bank@oak.bank

Call: 608.441.6000

If your Oak Bank Debit/ATM Card has been misplaced, call 877.755.2957.

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

VISIT OAK BANK ONLINE



608.441.6000
877.625.2265 Toll Free



Lobby
M - F: 8 a.m. - 5 p.m.



Drive-up
M - F: 8 a.m. - 5 p.m.



Oak Bank NMLS # 434669



Oak Bank | 5951 McKee Road, Suite 100 | Fitchburg, WI 53719 US

[Unsubscribe](#) | [Update Profile](#) | [Our Privacy Policy](#) | [Constant Contact Data Notice](#)



Try email marketing for free today!