

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 <u>FBI Internet Crime</u> <u>Complaint Center (IC3)</u>.

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.



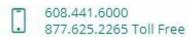
Need help with your account?

Email: bank@oak.bank Call: 608.441.6000

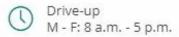
If your Oak Bank Debit/ATM Card has been misplaced, call 877.755.2957.

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

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