

FRAUD BOLO (BE ON THE LOOKOUT)

EAST TEXAS, HOUSTON TARGETED BY TEXT TO MONEY ORDER SCAMS

The Texas Bankers Information Sharing and Analysis Organization (TB-ISAO), TBA's cyber and crime intelligence fusion platform, has been alerted by member banks about text scams being perpetrated in East Texas and the Houston area.



“Banks have had customers call saying they received a text message appearing to be from their bank asking if a transaction is authorized or not,” says ISAO Director Alvin Mills.

The customer then receives a phone call from someone impersonating bank fraud department personnel. When the customer confirms specific information that the scammer already has, the scammer then asks the customer for their debit card information under the guise of further confirmation.

After obtaining the customer card information, the scammers add it to a digital wallet and go in person to local grocery stores to make purchases of money orders.

WHAT TO DO ABOUT THIS SCAM:

- Alert customers in bank communications and on social media platforms
- Utilize free “Banks Never Ask That” videos and other tools offered on <https://www.banksneveraskthat.com>.

(NOTE: Your bank does not have to be an ABA member to use them!)

- Alert grocery store chains and merchants in your markets that process money orders
- Report incidents to the TB-ISAO and to the Financial Crimes Intelligence Center (TXFCIC@fcic.texas.gov) so these crimes can be tracked and investigated.
- Join the Texas Bankers ISAO to take advantage of the free cyber and financial crime information sharing resources available to members. Contact TB-ISAO Director Alvin Mills, alvin@texasbankers.com, to learn more and to join.

