

THE "NEVER" LIST

- 1** We **NEVER** ask you to move your money to a "safe account," "digital vault," or any other account to "protect" it.
- 2** We **NEVER** ask for your full Online Banking password or your ATM PIN.
- 3** We **NEVER** ask for the 6-digit security code texted to your phone (this code is for your eyes only).
- 4** We **NEVER** ask you to pay a fee or "verify your identity" using gift cards, Bitcoin, or wire transfers



FIRSTLIBERTY
BANK
MEMBER FDIC

3-STEP DEFENSE PLAN

- 1** Hanging Up is Healthier
If a call feels urgent, aggressive, or just "off," hang up, it's ok to just hang up.
- 2** Use the "Outbound" Rule
Don't trust the Caller ID. Instead, find the phone number on the back of your actual debit card or your official paper statement and call us back.
- 3** Take a "Security Pause"
If someone tells you that you must act "immediately," take five minutes to step away and breathe. That short break is usually enough to see the holes in their story.