

It is difficult to ignore a ringing telephone. While fraudulent emails and unwanted mail can be deleted or tossed in the trash, telephone calls are tougher to tune out. And because telephone calls are still considered a secure form of communication, voice phishing scams take advantage of consumers' trust to steal money and personal information.

In voice phishing—or “vishing”—scams, callers impersonate legitimate companies to steal money and personal and financial information. And these scams are on the rise. In fact, the Federal Trade Commission reports that 77 percent of its fraud complaints involve contact with consumers by telephone.

Vishing calls are generally made via Voice over Internet Protocol (“VoIP”). Thousands or millions of VoIP calls can be made around the world in an instant. And because these calls are made over the Internet, they are nearly untraceable. Vishing scammers also use recordings and caller ID “spoofing” (falsifying caller ID information) to further avoid detection. Placing these calls is relatively inexpensive, so even a small fraction of responses can make the scam very lucrative.

If you have account questions, please call us at 310-320-4588

DON'T GIVE YOUR PERSONAL CARD OR ACCOUNT INFORMATION TO ANYONE