JOHNSON BANK

BUSINESS FRAUD REPAIR KIT - RESOLUTION CHECKLIST

☐ *CONTACT JOHNSON BANK*

- » Report any fraudulent activity on your Johnson Bank accounts by calling us at 877.236.2739.
- » Review activity on all accounts including your checking, savings, credit card, debit card and loans, and look for unauthorized transactions, changed addresses, changed Personal Identification Numbers (PINs), or new cards ordered.
- » Close accounts that have been breached and reopen them with new account numbers, passwords, and PINs.
- » If you use online banking, change your username and password.
- » Put in place proper risk management services on your accounts.

☐ *CONTACT OTHER BUSINESSES*

- » Contact credit card companies, utility providers, and other financial institutions where you also hold accounts.
- » Close accounts that have been breached and reopen them with new account numbers, passwords, and PINs.
- » Follow up phone conversations with a letter or email.

☐ *FILE A REPORT WITH FEDERAL AND LOCAL AUTHORITIES*

- » A police report will lend credibility to your case when dealing with creditors who may require proof of criminal activity.
- » If your local authorities are not familiar with investigating information compromises, notify your local FBI office or US Secret Service. You can find your local offices at www.fbi.gov/contact-us/field or www.secretservice.gov/field_offices.shtml.
- » If personally identifying information has been compromised (ex. Social security numbers, names, addresses), consult your law enforcement contact about timing of notification and what information can be included to the individuals so it does not impede any investigation taking place.

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☐ *CONTACT OTHER AGENCIES AS APPROPRIATE*

- » Notify the Postal Inspection Service if you believe your mail was stolen, redirected, or believe you have been part of a scam involving the US Postal Service: www.usps.com.
- » "Report a Scam" through Better Business Bureau at www.bbb.org.
- » If the compromise resulted from the improper posting of personal information on your company website, immediately remove the information from your site and contact search engines to ensure they do not archive personal information that was posted in error. Also file a complaint with the Internet Crime Complaint Center at www.ic3.gov.

☐ *CONTINUE TO CAREFULLY REVIEW ALL YOUR ACCOUNTS*

- » Since fraud can take time to completely resolve, carefully review all charges and transactions appearing on account statements and online.
- » Report any discrepancies immediately.

BUSINESS FRAUD REPAIR KIT - RESOLUTION WORKSHEET

Review all accounts including your checking, savings, credit card, debit card and loans. Change account numbers, Personal Identification Numbers (PINs), or cancel credit or debit cards on any accounts that have been compromised. If you use online banking, change your username and password. **DO NOT WRITE DOWN PASSWORDS, PINS, OR ACCOUNT NUMBERS.**

Account Type	Date Contacted	Contact Name	Notes

JOHNSON BANK

BANKS, CREDIT ISSUERS, AND OTHER FINANCIAL INSTITUTIONS

Financial Institution	Account Type	Date Contacted	Contact Name	Notes

LAW ENFORCEMENT AUTHORITIES

Report criminal activity to the appropriate agencies.

Organization	Date Contacted	Contact Name	Report Number	Notes
Local Police Department				
Local FBI Office www.fbi.gov/contact- us/field Or US Secret Service www.secretservice.gov/field_offices.shtml				

OTHER AGENCIES (AS APPROPRIATE)

Agency	Date Contacted	Contact Name	Reference #	Notes
Postal Inspection Service www.usps.com				
Better Business Bureau www.bbb.org				
Internet Crime Complaint Center www.ic3.gov				

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ACCOUNT STATEMENT AND ACTIVITY REVIEW

Track the arrival of your statements, including the dates you receive them. Also, verify that the account activity is legitimate. Note: Sign up for electronic statements if they are available, as this will eliminate the chance of a fraudster obtaining your statements.

Issuer	Account Type	Date Received	Suspicious Activity	Notes
Johnson Bank				

ADDITIONAL NOTES: