



## **Fraud Alert: Debit Card Information Theft Scam**


We've been alerted to an ongoing fraud scheme targeting EagleBank customers involving phone calls from scammers impersonating the EagleBank Fraud Unit. Several additional customers have recently reported receiving these calls.


In this scam, **fraudsters call claiming they need to verify debit card transactions**. During the call, they may ask for extremely sensitive information, including:

- The last 8 digits of your debit card
- Your card expiration date
- Your CVV (security code)
- Your Social Security number
- Verification of your email address

While the customer is on the phone, the **fraudster may attempt to process unauthorized point-of-sale (POS) transactions**. The caller may also instruct the customer to respond "Yes" to a transaction alert text message to make the activity appear legitimate.

In some cases, fraudsters attempt to "verify" an email address by prompting activity that generates a system response or code if the incorrect email is used, further making the call appear authentic.

 **Important:** Fraudsters are also spoofing EagleBank's main phone number, 301.986.1800, so the incoming call may appear to be from EagleBank.

 EagleBank will **NEVER** call, text, or email you to request:

- Debit card numbers, CVV, or expiration dates
- Social Security numbers
- Online banking credentials, passwords, or soft tokens
- Email verification codes

### **If you receive a suspicious call or message:**

- Do not share any information
- Do not respond to texts or prompts
- Hang up immediately
- Contact EagleBank directly using verified contact information:
  - Call 301.986.1800
  - Email [CustomerCareCenter@EagleBankCorp.com](mailto:CustomerCareCenter@EagleBankCorp.com)
  - Or contact your nearest EagleBank branch

Your security is our top priority. Please remain vigilant and always reach out to EagleBank directly if something does not seem right.

***Reminder:** EagleBank will never contact you via an unsolicited phone call, text, or email requesting sensitive personal or account information. If you receive such communication, stop immediately and report it to EagleBank.*