



## The Investigator Newsletter

### Voice Phishing (Vishing) Scams



#### Vishing Alert: Protect Your Money and Identity from Phone Scams

##### About Us

Since 2000, BCSI Investigations Inc. has performed thousands of successful investigations. Our integrated team of investigators and support services ensure that the investigations are conducted promptly with leading-edge techniques.

In recent months, voice phishing, or “vishing”, has emerged as a rapidly growing threat targeting individuals and businesses alike. Unlike traditional email scams, vishing relies on phone calls to trick victims into revealing sensitive information such as bank details, passwords, or personal identification numbers. Scammers often pose as trusted authorities, including bank representatives, government officials, or tech support agents. They create a sense of urgency, pressuring the recipient to act immediately. For example, a common tactic is to claim that a bank account has been compromised and request the victim’s account credentials to “secure” it.

The consequences of falling for a vishing scam can be severe. Victims may face financial loss, identity theft, or unauthorized access to sensitive accounts. Businesses are particularly

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vulnerable, as compromised employee information can lead to broader security breaches.

We advise several key steps to safeguard against these attacks:

- **Verify the Caller.** Never provide sensitive information unless you can confirm the caller's identity through official channels. Hang up and call back using a trusted number.
- **Be Skeptical of Urgency.** Scammers often create pressure to act immediately. Take your time and consult others if unsure.
- **Educate Employees.** Ensure all staff are trained to recognize vishing attempts and understand proper response protocols.
- **Use Multi-Factor Authentication.** Protect your accounts with additional security layers beyond passwords.
- **Report Suspicious Calls.** Notify your financial institution and local authorities immediately if you suspect a vishing attempt.

Remember, legitimate organizations will never ask for sensitive information over an unsolicited phone call. Protect yourself and your business by remaining cautious and informed.

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