

Preventing Card Fraud



From small business to large enterprises, companies of all sizes can be targeted by criminals. Learn how to recognize different types of fraud so you can protect yourself and your business.

WHAT'S CARD FRAUD?

Anytime your credit card or number is used without permission – it's card fraud. Here are five common types.

1

Counterfeit:

Criminals obtain credit card numbers from a hacked checkout terminal or data breach. They use the stolen numbers to **create fake credit cards and use the cards** as if they were legitimate.

2

Scam and Misuse:

The criminal earns trust by sending an email that looks legitimate and extracts credit card information.

3

Lost or Stolen:

A criminal uses **a lost or stolen card** to pay for items.

4

Card Not Present:

The criminal gains **control over the customer's account** and uses it to make purchases.

5

Card Not Present:

A criminal **enters the credit card number to purchase items** online, by phone or through the mail.

PROTECTING YOUR PCARD FROM FRAUD

How we can protect you

- **Monitor your card purchases** made online and in person.
- **Evaluate all your purchases** made by using your card at the checkout terminal.
- **Flag activity that seems suspicious**, like an unusually expensive purchase or buying many items very quickly.

HOW YOU CAN PROTECT YOURSELF

Monitor use

- **Monitor your card purchases** made online and in person.
- **Check your credit card transactions frequently.** If you spot unknown charges, including on your statement, call the number on the back of your Pcard immediately.

Protect your card

- **Don't leave your credit card unattended.**
- **Never share your PIN** with anyone or leave it written next to your card.
- **Don't share confidential information** over the phone or in an email. Remember, Scotiabank will never call or send you an email and ask you to provide your full card number or password.
- **Sign the back of a new credit card immediately** after you receive it.
- If your card is declined, lost, or stolen, **call the number on the back of your card right away to reduce the risk of fraud.**
- When credit cards are no longer valid, **destroy the cards by shredding them.**