

Preventing Card Fraud

Use this guide to keep your purchasing card safe. Find out about the different types of fraud, what Scotiabank does to protect you and what you can do to fend off fraudsters.

What's Card Fraud?

Anytime a credit or debit card or their number is used without permission - it's card fraud. Here are four common types.

1 Counterfeit

Criminals obtain 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 Lost or Stolen

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

3 Account Takeover

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

4 Card Not Present

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

Protecting you from card fraud

How Scotiabank protects your purchasing card

- **Monitor your card purchases** made online and in person.
- **Evaluate all purchases** made by swiping a card at the checkout terminal
- **Flag activity that seems suspicious**, like an unusually expensive purchase or buying many items very quickly.
- **May decline purchases** that seem especially suspicious.
- **Reissue cards** when needed.

How you can protect yourself

- If your card is declined, lost, or stolen, **call Procurement Services at ext. 3622 immediately** to reduce the risk of fraud.
- **Check your credit card transactions** regularly. If you spot unknown charges, call Procurement Services immediately.
- **Don't leave your credit cards 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.