



Fake Phone Numbers, Real Risk

Spot the signs before criminals strike.

Scammers can fake phone numbers to gain your trust. Protect your accounts, identity, and financial well-being from the malicious actions of scammers by knowing what to watch for.

What is Spoofing?

Spoofing is when someone disguises a phone number, email address, sender name, or website URL to convince you that you are interacting with a trusted source.

Don't Rely on Caller ID.

Scammers can make any number or name appear on your caller ID. Even if your phone shows your Bank calling, it could be anyone. Always be wary of incoming calls.

Never Give Sensitive Information.

Never share sensitive information like your bank password, PIN, or a one-time login code with someone who calls you unexpectedly—even if they say they're from your bank. Banks may need to verify personal information if you call them, but never the other way around.

Watch Out for a False Sense of Urgency.

Scammers count on getting you to act before you think, usually by including a threat. Banks never will. A scammer might say, "Act now, or your account will be closed," or even, "We've detected suspicious activity on your account" — do not give in to the pressure.

Hang Up — Even if It Sounds Legit.

Whether it's a scammer impersonating your Bank or a real call, stay safe by ending unexpected calls and dialing the number on the back of your credit or debit card instead.

Report Suspicious Activity.

First Interstate Bank has a policy of NEVER reaching out to clients by email, text, or phone call and asking for personal financial information such as account numbers, balances, PINs, or debit/credit card numbers. Please report suspicious emails, text messages, phone calls, or websites that claim to be from First Interstate Bank.

- To report debit card fraud, call **833-699-0076**. For credit card fraud, call **866-839-3485**. To report all other fraud, contact your local branch during business hours.
- Report suspicious emails, websites, or text messages that claim to be from First Interstate Bank to **phishing@fib.com**

Get Scam Smart.

Scan the QR code below to visit our Safety and Security Resource Center.



Follow **#BanksNeverAskThat** on social media for quick tips, or speak with your trusted banking representative about steps you can take to protect your accounts.

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