

# eTransfer Intercept **Fraud**

## Frequently Asked Questions

We've seen it time and time again. Holes are plugged to keep fraudsters out and they find another way to get back in. Recently, we've been hearing more about fraudsters gaining access to member's email accounts to intercept eTransfers that they receive.

Here's how it works. First, the fraudster correctly guesses your email account password. This can happen many ways, but the most common are weak passwords and malware installed on your computer. Next, the fraudster monitors your email account until you receive an email notifying you of an incoming eTransfer. Then, before you realize it, the fraudster has deposited the funds to his own account.

Interac® is working on a solution that could freeze eTransfers when the recipient's name is updated on deposit. Until then, there are a few things you can do to protect yourself.

**E-mail Password.** Using a strong password for your email account is the first line of defence. Strong passwords include a number of characters including upper case, lower case, numbers and special characters. Yes, they are hard to remember, but they are also hard to guess.

**Increased Authentication.** Many email providers give you the option of two-step authentication where your password needs to match, and you also receive a special code texted to your cell phone (as an example). Again, these can be a pain, but they fortify your email account.

**Unique Passwords.** It's a best practice to use a unique password for each of your important accounts. When you use the same password for every account, hackers only need to guess correctly once to gain access to all your information. If you need to, keep your passwords written down somewhere safe and secure (not on your computer).

**Antivirus Software.** Making sure you have good antivirus software on your computer is a good way to protect yourself. You'll want to make sure your software also scans for malware, which hackers can use to record your keystrokes. And keep this software up to date with the latest virus lists by downloading and installing updates regularly.

**Update Your Software.** Software developers release updates frequently that close gaps so that hackers can't gain access to your computer. Automating these updates is a great way to ensure that your software stays up to date and secure.

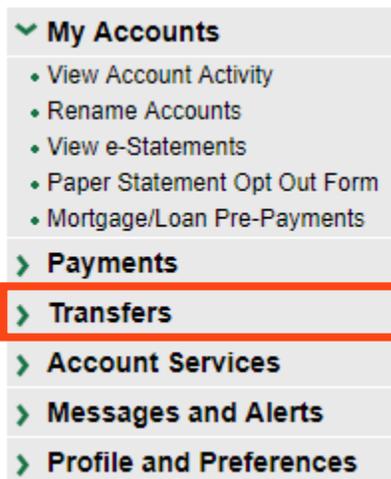
# eTransfer Intercept **Fraud**

## Frequently Asked Questions

**Watch Your Email.** In this digital age, we're flooded with emails from everywhere. As a general rule, if you aren't expecting the email don't click any links or open any attachments. Better safe than sorry!

**Auto Deposit.** Back in December of 2018 we implemented the Auto Deposit feature for eTransfers. What this means is that you can set your incoming eTransfers to automatically deposit to whichever account you choose. Doing this will ensure that fraudsters don't get the chance to get to the transfer before you do. It's a really easy feature to set up!

First, log in to your online banking as normal. Once in, click 'Transfers' from the menu on the left-hand side of the screen:



Once there, click 'Send Interac eTransfer' from the menu:



# eTransfer Intercept **Fraud** Frequently Asked Questions

If you've made it this far, click 'Autodeposit' from the eTransfer screen:

## Send Interac e-Transfer®

[Edit Recipients](#) | [Edit Sender Profile](#) | **Autodeposit** | View: [Pending](#) | [History](#)

Transfer To:   
[Add New Recipient](#)

Transfer From:

Amount:

Message:

Do not put the answer to your security question in your

Nearly there! Just a few more clicks.

## Autodeposit Registration



Autodeposit allows you to receive money via *Interac* e-Transfer® faster. You will no longer need to select your financial institution and answer a security question to receive funds.

After registration, you will establish a connection between your email address and the account where your funds will be deposited.

Email:  **1**

Account:  **2**

**3**  I acknowledge that the email address entered above will be publicly associated with your name here

**4**  I acknowledge that a transfer sent to the above email address from financial institutions that support this feature will be deposited directly into the selected account without any action on my part.

**5**  | [Cancel](#)

1. Ensure your email address is input correctly. This is the email address you use to receive eTransfers.
2. Select the account you want the funds automatically deposited to from this dropdown menu.
3. Tick this box to acknowledge the email address you've input is associated with you.
4. Tick this box to acknowledge you want any eTransferred funds automatically deposited directly to the account you selected above.
5. Click to register your account for the auto deposit feature.



## eTransfer Intercept **Fraud** Frequently Asked Questions

Once you've completed the auto deposit registration, you'll receive an email from Interac® to confirm your enrollment.

If you've been the victim of this intercept fraud, get in touch with us and we can walk you through the steps to attempt to recover the funds. This process starts with the sender getting in touch with their financial institution to trace the transfer and see if there are any funds available for recovery.

If you have any other questions or need help, please contact your branch at any time. We're here to help and all of our reps would be more than happy to chat with you.