

# Businesses can save thousands by implementing 3 simple fraud protection steps.

## STEP 1

### VERIFY

No matter what, **always call** the person or organization to confirm all payment information received is correct before sending a Wire or ACH transaction.

This is extremely important especially when the transaction is a first-time payment or when being asked to change payment information you have had for years.

Always use contact information you know or have. Do not trust any contact information within the communication itself.

## STEP 2

### BE SUSPICIOUS

Instructions received via email should **never** be trusted in regards to payment instructions.

With so many company's moving their email systems to vendors like Microsoft or Google, compromised email accounts have significantly increased.

If you get an email from **anyone** providing payment instructions, refer to **STEP 1**.

## STEP 3

### TRAIN

Train your staff who originate Wires or ACH transactions on the need to follow **STEP 1** at all times.

Ensure staff are aware of the ever-increasing number of compromised email accounts and how these compromised accounts are routinely utilized by criminals to instruct them to send money to the criminal's accounts.

Building awareness of how criminals are using business communication systems is key to protecting your business from fraud.

Contact your Mercantile Bank of Michigan representative if you have any questions. Let's work together to prevent fraud.