



Is it a Scam? Once It's Gone, It's Gone.



Imposter scams often begin with a **call, text message, email, or an alert on your computer**. The scams may vary, but work the same way — a scammer pretends to be someone you trust, a bank employee, a government agent, or someone who promises to fix your computer — to convince you to send them money or share personal information.

Scammers may ask you to send **cryptocurrency (Bitcoin machine), wire money, or purchase gift cards**. Scammers commonly demand that you pay this way as they know these payments are hard to reverse. **NEVER** make a payment like this to someone you don't know.



Verify the Caller

If someone is claiming to be a NexTier Bank employee, **verify their identity**. You can do this by contacting any branch location or calling our **Customer Care Center at 1.800.262.1088**.

Recognize the Scam

You get a call, email, or text message from someone claiming to be:

A FAMILY MEMBER (or someone acting for them), saying your relative is sick, has been arrested, or is in serious trouble and needs money right away.

A COURT OFFICIAL, indicating that you failed to appear for jury duty and need to pay a fine or you will be arrested.

The POLICE, saying you'll be arrested, fined, or deported if you don't pay taxes or some other debt right away.

From SOCIAL SECURITY, claiming that COVID-19-related office closures mean your benefits have been suspended.

From the IRS, saying you owe back taxes, there's a problem with your return, or they need to verify information.

From your BANK, claiming they need to verify personal information before they can send you a new card.

Protect Yourself



Be Suspicious of any call from someone claiming to be the government or a bank employee asking for money or personal identifying information. They don't do this — scammers do.

Never Pay with cryptocurrency (Bitcoin machine), gift cards, or wire transfers.

If someone tells you to pay this way — IT'S A SCAM!



Don't Trust Caller ID

Even if it might look like a real call, it can be faked.

Check with the Agency, Person, or Company

Don't use the phone number given to you. Look it up yourself & call to find out if they are trying to reach you, and why.



If someone asks you to send money quickly. **STOP. It's a scam.**

Report & Share

Tell your bank teller if someone asks for money. Share these tips with friends and family to keep them safe from fraud.



Scan to
Learn More on Our Fraud Center.