



Dear Valued Customer,

As you know, the American Rescue Plan Act was signed into law on March 11, 2021. Three of the largest provisions in the Act include a third round of “stimulus checks” to millions of Americans, extension of unemployment benefits, and funding for small business & housing programs. These provisions are designed to provide Americans with financial resources aimed at overcoming the economic impacts of COVID-19. However, criminal fraudsters often use these uncertain times to target banks and their customers for their own illegal gains. Most commonly, fraudsters try to trick account holders into:

- Giving out their Online Banking username and password.
- Giving out personally identifiable information, like a date of birth or Social Security number.
- Accepting fraudulent funds with the promise of a return or “finder’s fee.”
- Believing their stimulus check was received in error and demanding it be mailed back by obtaining a bank cashier’s check.

Guadalupe Bank remains committed to protecting the security of your accounts and personally identifiable information. **We will NEVER contact you to request your Online Banking credentials or personally identifiable information.** If you receive a call from anyone claiming to be a Guadalupe Bank employee and you are asked for any such information, please end the conversation immediately and call us directly at (830) 792-1950. If you receive a text message or email, please do not open it, click any links within, or respond.

Websites to valuable government resources are provided below to help you learn more and minimize your exposure to fraud. If you believe you have been the target of a scam attempt involving your bank account, please contact Guadalupe Bank by phone at (830) 792-1950 or email customerservice@guadalupebank.com. You are also encouraged to report any scam attempt to the FBI’s National Center for Disaster Fraud Hotline by calling (866) 720-5721, or by completing the FBI’s Disaster Complaint Form at <https://www.justice.gov/disastercomplaintform>.

<https://www.justice.gov/coronavirus/combatingfraud>

<https://www.fcc.gov/covid-19-text-scams>

<https://comptroller.texas.gov/fraud-alert>

Thank you for your attention to this important issue,

The Team at Guadalupe Bank

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