

Reporting Fraud



Every year thousands of Canadians are tricked into sharing confidential information, installing malware or sending money to fraudsters. If you think that your business has been scammed, take action right away. The faster you do, the better the chance of minimizing loss and damage to your business.

1

RECOGNIZE IT

Talk to your employees about the fraud. Make sure they know how to recognize fraud and discuss ideas to prevent it from happening again. Ensuring that employees understand fraud prevention can help **keep your business safe**.

2

REJECT IT

- **Update passwords:** Immediately change the passwords you use to access computers, email, financial information and other sensitive data.
- **Escalate to the appropriate department:** Your company may have a process to secure information and restrict access to accounts. They may even help you back up, wipe and restore your computer.
- **Remove malicious software:** Use your internal IT department or an external IT professional to scan your system and remove any viruses or malware.
- **Install quality anti-virus and anti-malware software** for your networks, and make sure to install updates as they become available as updates typically have new security patches.
- **Set up a firewall to block connections to malicious websites** and to stop malware from entering your network.

3

REPORT IT

- **Contact Scotiabank immediately:** Don't wait until the next business day. Call us right away at 1 (800) 265-5613. The sooner we know, the more effective we can be in helping you reduce the damage.
- **Forward suspicious emails that appear to be from Scotiabank** to phishing@scotiabank.com.
- **Tell the authorities:** Contact your local police and the [Canadian Anti-Fraud Centre](#) to report the crime.

WANT TO LEARN MORE?

Stay Safe From Fraud

Learn more about email and phone fraud.

Get Cyber Safe

Find out about cyber safety at home and work.

Canadian Anti-Fraud Centre

Stay on top of the latest frauds so you can avoid them.

Fend Off Fraud

Discover how to prevent cheque and credit card fraud.