



Cyber WellnessSM Fraud Watch

IMPORTANT:

Please read and act to keep your accounts safe.

Recently, two different phone scams have been perpetrated against Fidelity customers, resulting in fraud. Here's what you need to know and do to protect your accounts.

What to know


Remote Access Scams

The criminal claims to be from a well-known company and requests remote access to your computer, wanting you to believe you have a serious problem, like a virus. Once on your computer, they may install malware that captures all your keystrokes in order to learn your passwords; or, they often ask you to pay ransom or attempt to launder money through your accounts.

Imposter Scams

The criminal calls you purporting to be from Fidelity or another reputable service provider, and requests you read back to them a one-time passcode that the criminal has generated through fraudulent web activity, like a password reset. This allows them to reset your password and access your account.

Resources to educate yourself

 **Fraud Alert Credit Freeze:**
[Equifax](tel:800-525-6285) 800-525-6285
[Experian](tel:888-397-3742) 888-397-3742
[TransUnion](tel:800-680-7289) 800-680-7289

 **[Federal Trade Commission: How to Spot, Avoid and Report Tech Support Scams](#)**

Protect yourself

- No reputable institution will ever call you and request remote computer access or your account access credentials. If you get a call requesting these, **hang up**.
- If you receive a pop-up warning on your computer, **do not call** the number. Real security warnings **never** ask you to call a phone number.
- **Never give away** your passcode or password to anyone else.
- If you think your computer has a problem, **update** your security software and run a scan.
- If you're seeking technical support, go to a company you **know and trust**.
- **Report scams** to the [Federal Trade Commission](#) and potentially affected account institutions.



For additional tips and resources, visit our [Security Resources hub](#).

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