



ALERT: Phone, Text and E-Mail Campaign Targeting Estes Park and the Front Range

Bank of Estes Park is fully committed to protecting the security and privacy of our customers. As cybercriminals have begun to shift their approach by targeting consumers directly through known and trusted channels of communication, we have become aware of sophisticated scams involving fraudulent outreach via text, e-mail and phone calls that appear to be initiated by Bank of Estes Park, but instead are being sent by a malicious third party in hopes of receiving our customers' personal or account-related information.

Heightened awareness about these tactics is the best defense. If an unexpected text, email or phone call is received that appears to be from Bank of Estes Park, we recommend the following:

- **Do not click on provided text or email links in fraud alerts;**
- Do not share your online or mobile banking **Password** by phone, text or e-mail, as Bank of Estes Park will **never** ask you for this information;
- **Never** share your online or mobile banking Username via phone, text or e-mail, unless you initiated the outreach to Bank of Estes Park and know with certainty you are communicating with a Bank of Estes Park representative; **Never** share your password. Bank of Estes Park does not have access to your password and will never ask for your password.
- Do not respond to requests for other personal or financial information such as full credit card numbers or Social Security numbers, as Bank of Estes Park will never contact you to ask for this type of personal or account information by phone, text or email;
- Bank of Estes Park customers who believe they may have responded to a fraudulent text or e-mail and disclosed personal or account-related information, should immediately change their Bank of Estes Park online and mobile banking Username and Password, then contact us directly at:
 - 255 Park Lane – 970.586.4485
 - 501 S St Vrain – 970.577.1234
 - 7980 Niwot Rd – 303.652.8082