



A JCB team member received a call from a customer who had concerns about a phone message received pertaining to their JCB Card. This customer was asked to call an 800 number concerning the card account. When the number was called a voice mail system requested the customer leave a name, phone number and account number.

TIPS:

- When the legitimacy of a call received is in question, contact JCB at a number you know to be a valid contact number - be suspicious of unrecognizable numbers; this may be a red flag.
- Your credit or debit card provider will know your account number, they will not ask you to leave that information on a voice mail – be suspicious of information requests which seem out of the ordinary; this may be a red flag.
- When a call is made to you in regard to your account, the individual placing the call should not ask you to provide the information that they claim to be informing you of – this is a red flag.