

## **MASSACHUSETTS BANKERS ASSOCIATION ISSUES ALERT ABOUT "ROBOCALLS"**

BOSTON, May 2, 2011 -- The Massachusetts Bankers Association (MBA) said today that some consumers in Massachusetts are receiving "robocalls," auto-dialed, pre-recorded messages asking bank and credit union customers to confirm their personal banking information over the telephone. The banking trade group warned consumers not to respond to the calls. The messages are being received by customers from multiple banking institutions.

"These are random, automated calls by unknown sources, generally untraceable because of sophisticated filtering and layering," said Bruce E. Spitzer, director of Communications for the MBA. "Consumers need to know your bank already has your personal banking information and there is no need for it to ask you about it, often under the guise of improving security. This is a scam possibly intended to steal your identity and access your bank accounts."

Moreover, reported the MBA, if you have caller ID the number or the ID could be faked or "spoofed," coming across as your bank, or an ambiguous local number when, in fact, the call is likely originating somewhere overseas.

Despite the difficulties in tracing the call, the MBA recommended reporting any such calls to your local police department and your bank. Certainly, do not respond to the callers, it said, who may ask you to respond verbally or to key-in account numbers or passwords.

The MBA reported that although this type of attempted fraud has been around for some time, a recent spike necessitated reaching out now to alert and educate consumers.