

# Scotiabank Fraud Advisory

The following is an important notice from Scotiabank.

Scotiabank is advising all its customers not to give personal or confidential banking information such as: numbers for their savings and chequing accounts, credit and debit card details, to persons claiming to conduct interviews on behalf of Scotiabank.

Scotiabank is now conducting a **customer satisfaction** survey through Decima Research in Canada, and the only information requested is the name of the customer. This is an annual survey in which the Bank gathers feedback on customer service and no financial or demographic information is requested.

Additionally, Scotiabank is advising customers not to share confidential personal or bank information with persons requesting these details by telephone or email.

It is not Scotiabank's policy to ask customers to verify or update personal and confidential bank account information online. Customers are therefore being asked to ignore these requests. Persons who provide confidential information such as savings and chequing accounts numbers, or credit and debit card details, stand the risk of compromising their banking information and exposing themselves to fraud.

Scotiabank is asking customers who receive telephone calls or e-mails that appear suspicious to contact the Bank at 960.2675.