

September 8, 2009

PCard-27-2009: Bank of America Email Phishing Scam

This information is being sent on behalf of John T. McCain, Program Manager, Charge Card Service Center Program Office.

GSA's Office of Charge Card Management and the USDA Charge Card Service Center would like to alert you to a new phishing scam that has occurred with employees within USDA who have received emails from 'Bank of America' with the subject line "Important Customer Notification". As all of you know, USDA no longer has a contract with Bank of America for Purchase, Fleet or Travel charge cards.

Please advise your cardholders of the following:

- Do not give out ANY personal information over the phone, the internet or the mail.
- If you think the request is valid you should always contact the bank yourself using the number on the back of your card and forward any suspicious emails or information of potential fraud to fraud_help@usbank.com.
- If anyone ever gives out information they should immediately call US Bank Customer Service.

Please pass this on to your cardholders, coordinators and approving officials. By informing each other, we protect each other.

Please email any questions to ccsc@da.usda.gov.

Thank you!

The scam works like this – an email similar to the one below is being sent to USDA Charge Cardholders:

-----Original Message-----

From: Bank of America [<mailto:security@boa.com>]

Sent: Thursday, August 27, 2009 2:08 AM

To:

Subject: Important Customer Notification

Dear Bank of America Customer,

As part of our security measures, we regularly screen activity in the Bank of America system. We recently contacted you after noticing an issue on your account.

We requested information from you for the following reason:

We recently received a report of unauthorized credit card use associated with this account. As a precaution, we have limited access to your Bank of America account in order to protect against future unauthorized transactions.

Case ID Number: BOA-531-472-569

This is a reminder to restore your account as soon as possible.

Please download the form attached to this email and open it in a web browser. Once opened, you will be provided with steps to restore your account access. We appreciate your understanding as we work to ensure account safety.

In accordance with Bank of America's Customer Agreement, your account access will remain limited until the issue has been resolved. Unfortunately, if access to your account remains limited for an extended period of time, it may result in further limitations or eventual account closure. We encourage you to restore your Bank of America account as soon as possible to help avoid this. We thank you for your prompt attention to this matter. Please understand that this is a security measure intended to help protect you and your account. We apologize for any inconvenience.

Sincerely,
Bank of America Security Center