

From NOPD Cyber Crimes Detective Dan Plustache

### Is That a Text Message From My Bank?

You get a text message claiming to be from your bank warning you about a problem with your account. The text message directs you to call a phone number or visit a website right away to take care of the problem. Before you call that number or visit that website, STOP! That text message you received may be a new version of a phishing scam designed to steal your personal information, according to the Federal Trade Commission.

If you receive a text message about problems with your bank or credit card accounts, immediately contact your bank or credit card company. They will be able to let you know if they are trying to reach you and if there is a problem with your account. You should also contact your wireless provider to let them know you received a text message about problems with your bank or credit card account. Remember, never give out personal information on the phone, in a text, or online unless you know who you're dealing with.

If you believe you may have received a phishing text, please notify the Louisiana Attorney General's Office at [www.agbuddycaldwell.com](http://www.agbuddycaldwell.com) or 800-351-4889. You should also file a complaint with the Federal Trade Commission at [www.ftc.gov](http://www.ftc.gov) or by calling 877-FTC-HELP.