

# Commercial Fraud Prevention Guide

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A simple and easy guide to help you keep your business safe.



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# Fraud Types

Recognizing the different types of fraud can leave you better equipped to prevent it from happening.

## Check Fraud

Check fraud is a rampant and serious issue. Be sure to examine the check for changes to the payee name, dollar amount, and if there are signs that the check has been “washed”. A best practice to protect your account information is when mailing checks, always use a secure drop off location such as the USPS mailbox. Daily monitoring of checks through the account is recommended to ensure checks have not been altered.

## Account Takeover

Corporate account takeover is a type of fraud where an unauthorized third party gains access to a business’s finances. This can include taking over an online banking profile or accessing payroll systems. Many times the funds that are sent are unrecoverable. A best practice is to ensure your anti-virus information is up-to-date on your computer. Also, ensure that dual approval capabilities are in place to verify transactions by more than one person.<sup>1</sup>

## Impostor Fraud

Fraudsters can create or manipulate contact information and act as individuals you know and trust to appear legitimate. This allows the fraudster to request payments or change payment instructions such as invoices or payroll information, and can include changes to the type of payment such as ACH to wire. This can be accomplished through email compromise, phone calls, or text messaging. A best practice is to never accept payment instructions in the form of an email without verbal verification. The best safe guard when accepting payment instructions is to request they be made in person whenever possible. If a payment must be received in email, never accept payment instructions without completing a verbal verification.

**47%** of organizations experienced some form of a breach in the last year.<sup>2</sup>

**78%** of organizations experienced check fraud.<sup>2</sup>

**74%** of organizations uncovered the fraud in less than one week.<sup>2</sup>

<sup>1</sup> “Protect Your Small Biz Account.” ABA. Accessed June 05, 2020. <https://www.aba.com/advocacy/community-programs/consumer-resources/protect-your-money/protecting-small-biz-accounts>

<sup>2</sup> “2020 AFP Payments Fraud and Control Survey.” AFP. Accessed June 08, 2020. <https://www.afponline.org/publications-data-tools/reports/survey-research-economic-data/Details/payments-fraud-2019>

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# Fraud Prevention

There are many actions you can take to reduce the likelihood of fraud. Here's how you can get started.

## FirstBank Tools

### Alerts

Setting up Alerts through your online services will allow for improved monitoring of your account activity.

### Positive Pay Service

The Positive Pay Service offers quick detection of fraudulent checks that are presented against account(s), allowing you to return them prior to final payment.\*

## Operational Controls

### Self-Evaluation

Perform monthly, quarterly, semi-annual, and annual reviews on internal users and their account activity. Educate employees on best practices for fraud prevention.

### Internal Controls

Create processes to ensure that all requests are valid and are verified. If you need assistance in crafting tailored solutions within Internet Cash Management, our Treasury Management Specialists are available to help.

### Device Security

Look carefully make sure the devices you use for banking are secure and regularly updated.

\*Please note Positive Pay is only available to clients who utilize Internet Cash Management.

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# FirstBank Resources

We're here to help!  
Below are a few of our fraud prevention solutions that can help your business.

## Treasury Management Department



Available Monday – Friday, 7am–6pm. The Treasury Management Department can be reached at 303.235.1378 or 855.426.1500, option 5.

## 24 Hour Department



Outside of regular business hours, our 24 Hour department can be reached at 303.237.5000 or 800.964.3444.

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## Security Forum



FirstBank holds several security forums a year to address trends and fraud prevention. Contact us at 855.426.1500, option 5 to learn more.

## Branch Contact



For additional questions, please visit any of our locations. To find a branch near you, visit us at [efirstbank.com/locations](https://efirstbank.com/locations).