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# Protect Employees from Fraud



# Protect Yourself and Your Employees from Fraud

**IMPORTANT:** Never share your one-time passcode (OTP) or password with anyone. Zenith will **never** ask you for your OTP or password.

## Consumer Fraud Is on the Rise

Scams are surging across every corner of the internet. Imposters target users of banks, brokerage apps, employee benefits, or any service that stores personal data or money. Social-engineering attacks, in which fraudsters masquerade as legitimate support staff and pressure victims to hand over credentials or move funds, account for the majority of customer losses industry-wide.

## How social-engineering scams unfold

Fraudsters often pose as customer support staff from legitimate companies such as banks, trusted financial institutions like Zenith or even your company. They attempt to create a sense of urgency to trick account holders into granting them account access. Understanding their approach and tactics makes it easier to protect yourself and your employees. These social-engineering scams typically unfold as follows:

- An unsolicited automated call or message arrives from a source claiming to be a trusted entity, like Zenith, or an employer.
- The automated call or message claims that a change has been made to the employee's account and asks whether they initiated the change. For example, they may say: "If this was not you, please press 1."
- Upon pressing 1, the call or message asks for identity confirmation and requests that the employee share an OTP or password to protect their account.

**REMINDER:** Never share an OTP or password with anyone. Zenith will **never** ask you or your employees for an OTP or password.

## What should employees do if someone requests their information?

Fraudsters are successful with these scams because they excel in appearing legitimate. They may even have a number for employees to call to verify who they are. This number goes to someone else in their fraud organization, who also sounds legitimate. Please encourage your employees to:

- Never share an OTP or password under any circumstances
- Do not respond to texts or emails requesting financial information

Contact the financial institution, you (their employer) or Zenith directly using a number provided by that institution, not the people who contacted them. They can reach Zenith via the number on the back of their card.

Sincerely,

Zenith American Solutions

## Visual representation of the fraud process

