

# CYBERSECURITY EDUCATION

## Port-Out Scam

When you switch cellular carriers, you bring your phone number with you—a process called “porting.” When you port out your number from one carrier to another, your current account shuts down and a new one is opened. A scammer, posing as you, reports the phone as lost or stolen, and takes your information to another carrier and requests to port your number to a new account and cell phone. If the scammer passes the carrier’s identity verification, they can successfully port your number to a new device without your knowledge.

If successful, the scammer now has access to your private texts and calls, and can reset access credentials for your financial and social media accounts. This can happen faster than you may think- in just a few minutes or hours- with little time to stop it.



### What can you do to protect yourself?

While fraud schemes are getting more sophisticated and becoming harder to detect, there are ways that you can protect yourself. Below are a few helpful tips to keep in mind:

- ✓ **Be Proactive-** Contact your mobile carrier and ask to add a security PIN authentication for your accounts. This PIN (or out-of-wallet authenticator) must be referenced for any future change requests.
- ✓ **Stay Vigilant-** Enable both email and text notifications for financial and other important accounts. If you receive notice that changes to your account have been made without your knowledge, contact the respective business immediately.
- ✓ **Don’t Respond-** If someone calls or texts you and asks for personal information, do not provide it.
- ✓ **Don’t Overshare-** Think twice before providing your social security number, bank information, or any personal identifying information, and be sure to leave it off your social media.

### Questions?

If you experience loss of service on your device (going dark or only allowing 911 calls), your phone may have been compromised. Contact your phone company immediately. Notify your bank and file a report at your local police department. Additional information can also be found at:

- Federal Trade Commission ([www.ftc.gov](http://www.ftc.gov))
- Federal Communications Commission ([www.fcc.gov](http://www.fcc.gov))



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