



Fraud Prevention






by Allison Coleman
Fraud Specialist

The Business Email Compromise Scam is on the rise! Protect your company by always verbally confirming account details and wire transfer instructions.

In the fast paced world of business, the ease and convenience of email is a huge factor in the efficiency and productivity of a company. However, email can be just as damaging as it is important.

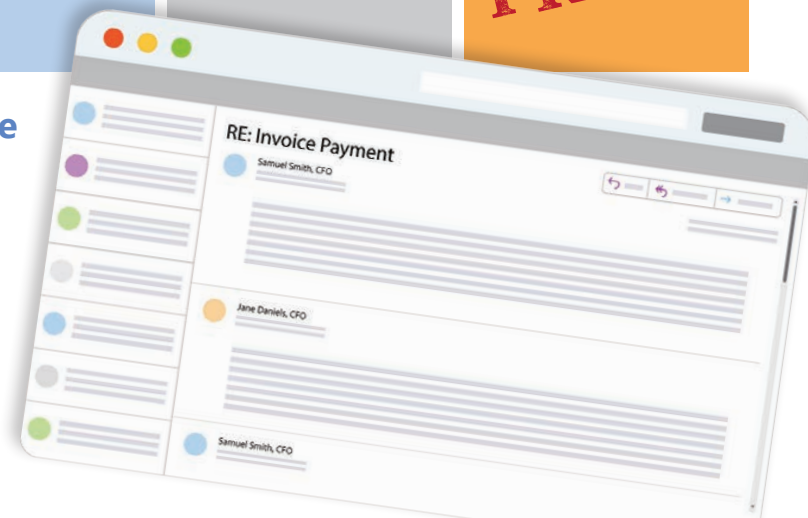
Business Email Compromise Scam (BEC) is on the rise and running rampant within companies worldwide. BEC is a scam where an attacker uses an email to impersonate someone else in an attempt to extract confidential information or funds (ie. a wire transfer) from a business. These emails look very real, and can often show up in the middle of a legitimate email chain between you and your vendor.

It is critical when a request to update or modify banking information is received by email from any vendor, employee, or contractor, to always verbally confirm the request. This is especially important when sending funds by wire or ACH. We recommend that you call a trusted phone number that you have on file or one pulled directly from the company's website. Do not confirm using the phone number given in the email. Often, the scammer has provided you with a number they will answer and of course, confirm the fraudulent details.

 <p>The Start Completely safe and legitimate emails are exchanged between Company A and Company B. Example: jsmith@company.com</p>	 <p>The Phish The email chain is taken over by the attacker, who will slightly change the email address in their reply to avoid detection. Example: jsmith@comapny.com</p>	 <p>The Response The targets receive the emails and act without verbally confirming or questioning the source.</p>	 <p>The Damage The phish is successful, and gives the attacker access to what they are after, like wire transfer funds or important account information.</p>	 <p>The Result Results may include monetary loss, data theft, lawsuits, and more. FRAUD</p>
--	---	---	---	--

Best Practices to Avoid Email Compromise

1. Don't click on unsolicited links. Malware can be hidden in a website link.
2. Carefully examine the email address. Scammers will use slight differences.
Ex. **FM.Bank** vs. **FMBank**
3. Watch for spelling and grammatical errors.
4. **ALWAYS** call a verified phone number and confirm!



F&M BANK

"The Right Choice"

101 E Main St, Manchester, IA 52057
220 W Main St, Anamosa, IA 52205
4000 1st Ave NE, Cedar Rapids, IA 52402
200 1st St SW, Cedar Rapids, IA 52404
111 E 1st St, Monticello, IA 52310
7641 Lake Dr, Lino Lakes, MN 55014
845 E County Rd E, Vadnais Heights, MN 55127



HOLIDAY hours

Saturday, December 24 - **CLOSED**
Monday, December 26 - **CLOSED**

Saturday, December 31 - **CLOSED**
Monday, January 2 - **CLOSED**

MERRY
Christmas
HAPPY NEW YEAR

F&M BANK

"The Right Choice"

Minnesota WINTER 2022

Fraud Prevention

Why verbal confirmation matters
PAGE 5



In the Community

Recent Donations
Coolest Places to Work
PAGE 3

CardHub

Service at your fingertips!
PAGE 4



To Our Valued Clients

F&M Bank exists today for three very important reasons. First, to provide financial services for our clients which enable them to live out their personal and professional dreams. We exist to serve you, our valued clients. Second, to provide our team members a means to a living, to help them raise their families and live out their best version of themselves. Third, to make a greater impact in the communities we serve as a team versus individuals. As F&M Bank continues to build upon "One Team, One Culture with One Vision", we want to continue to keep our "Why" at the forefront.

Looking back at 2022, we have all had to deal with a lot of change including major swings in the stock market, increasing interest rates and rising inflation. The last few months have continued to show a positive move in the Federal Reserve's mission to get inflation back to the 2.0% mark. It appears that inflation has peaked and is slowly headed in the right direction. Be patient, as this could take a few more rate increases along with the necessary time to achieve "normal" inflation again. Even with changes there are constants such as, Mid-term elections yielding similar results, strong commodity prices as demand continues to outrun supply, and a strong labor market. No matter how much things change or remain the same, you can always rely on your F&M Team for trusted financial advice for your business or personal goals.

As the world, and banking to be more specific, continues to evolve, we know the products and services we provide you need to evolve as well. Over the past year, we have reached out and asked you where we can improve. With that specific feedback and the help of some industry experts, we are taking a comprehensive look at improving your banking experience not only for today, but also into the foreseeable future. We are looking at improving efficiencies along with becoming more innovative to help improve your overall experience. Over the coming months you will learn about exciting and innovative changes coming to F&M including an updated internet banking solution. We ask for two things as we embark on these changes. One, honest feedback from you; we are always looking for ways to improve and constructive criticism from our valued clients is always appreciated. Two, patience as we implement some of these changes. For those of you who wish for the basic and consistent banking experience you have always appreciated at F&M, we promise that will still be available with a friendly smile.

Once again, this past October, our team took advantage of Columbus Day to gather in Mason City for a day filled with team building, training, and celebrations. The impact of all being together in one room for a full day is immeasurable. The opportunity to deepen personal relationships, as well as getting to know new team members strengthens our team and continues to build "One Team, One Culture with One Vision".

As we wrap up 2022 and plan for 2023, we want to thank you, our valued clients, for allowing us to serve you. We are successful because you are successful. Wishing you a very Merry Christmas and a prosperous New Year.

With Gratitude,

Nate

Nathaniel W. Dunn • President & CEO
ndunn@fmbank.biz

NEW TEAM MEMBERS



Brianna Voelk

Brianna Voelk returns part-time to F&M Bank as a Customer Service Representative. Brianna lives in Wyoming, MN with her husband, children, and 2 dogs. Brianna enjoys spending time with her family, going to concerts, visiting new Breweries, and going to MN Wild hockey games. Welcome back, Brianna!



Megan Branstad

Megan, Customer Service Representative, comes to F&M with a degree in Apparel Design and Development from University of Wisconsin – Stout. She has spent several years in retail and customer service before switching to banking. Megan enjoys sewing, making handmade cards, traveling, attending concerts and theatre events, and finding all the boutiques to shop!



Andrew Franklin

Andrew, Business Banker Trainee, graduated from the University of Minnesota with a degree in Economics. Andrew currently lives in Minneapolis and enjoys running, hiking, boating, snowboarding, trying new restaurants and doing anything active outside in his free time. Welcome, Andrew!



IN THE COMMUNITY



WOMEN IN LEADERSHIP LUNCHEON | Thank you to all who attended our Women in Leadership Luncheon in Minnesota, hosted in partnership with VHEDC.

We had a great time visiting with over 80 guests, and especially enjoyed speaker Courtney Misener.



RELAY FOR LIFE | Team members recently raised \$2,000 for Relay for Life in support of the American Cancer Society's fight against cancer.



FOOD DRIVES | Food drives were held at both Lino Lakes & Vadnais Heights in celebration of Community Impact Month!



THE F&M EXPERIENCE

Siitari Family



"Jenna and her team have helped us with several of our refinances. Each one has been handled with insightfulness and professionalism. We would recommend her for any of your mortgage needs."



F&M Bank Annual Meeting

Each year on Columbus Day, team members from all seven branches of F&M Bank get together in Mason City, IA for a day of learning and team bonding. We always leave feeling a newfound appreciation for our fellow team members and a fresh perspective to live out our mission of "exceeding expectations"!



CardHub - service at your fingertips!



Features

- Identify fraud with card usage alerts
- Turn your card on and off
- View card information
- Set transaction limits
- Create or modify controls & alerts
- Set locations where card can be used
- Schedule alerts on transaction types

Benefits

- Allows immediate access to account information
- Keeps financial institution top of mind and your debit/credit cards top of wallet
- Empowers a proactive approach to deterring account fraud

Try it on our mobile app today!

