



## Scam alert: SMS about expired username

Alert for a new fraudulent SMS with the subject "your username will expire"

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We alert you to an SMS supposedly sent by ICD Bank, which asks for access to a link, with the subject of "your username will expire in..." :

**This message was not sent by ICD Bank!**

It is a smishing action that aims to carry out operations in your Bank Account. Your safety is a priority! **ICD Bank never sends SMS or emails with links, be aware.** A simple click can ruin everything!

**We remind you that ICD Bank:**

- **It does NOT** require software installation or update
- **DOES NOT** send SMS with links
- **DOES NOT** send Email with links
- **DOES NOT** request the full Multichannel Code (the 7 digits)
- **DOES NOT** ask for mobile number
- **DO NOT** request, by phone or other means, the Authorization Code sent by SMS
- **DOES NOT** simulate transactions with Customers

The only information we request when you access ICD Bank is:

- User Code
- 5 random digits of the Access Code

Some operations, via the Site, may request an Authorization Code. This code is exclusive and only valid for the operation you are requesting. The Code is sent by SMS to your mobile phone.

The Access Codes to ICD Bank are personal and non-transferable, memorize them and do not register them in unsafe places.

For security reasons, the Site and App include session timeouts and automatically cease if they are inactive after a period of time.

Whenever you detect any situation that seems suspicious or needs clarification, contact us through the Customer Support Line\*