



For Immediate Release

CIBC Caribbean warns about 'smishing' scam

Nassau, Bahamas, January 15, 2025 – CIBC Caribbean has warned about an ongoing 'smishing scam' targeting clients in The Bahamas and Turks and Caicos Islands.

It noted that fraudsters have been sending text messages to persons stating that their accounts were placed on hold or that their cards were locked and requesting them to click on a link and to enter their banking credentials in order to regain access to their accounts.

The bank has reiterated that it does not send out texts or SMS messages with links for clients to click on.

Clients who receive any communication with links should check that they are from a bona fide source prior to attempting to click on them.

The latest fraud attempt is a smishing scam, and we are taking the necessary steps to report the fraudulent sites, the bank said.

Smishing occurs when fraudsters attempt to steal customers' data or money through a text message that tries to trick them into following a link and revealing personal details or login information.

If you believe that you have encountered a suspicious message, just follow these simple tips.

Firstly, don't click on any links or attachments and don't reply to the message. Try and establish the legitimacy of the message by getting in contact with the organisation through alternative means, for example, calling the phone number on your printed statements.

If the sender claims to represent CIBC Caribbean, then forward the email as an attachment to our dedicated fraud team (fraud@cibfcib.com) and delete the message from your system.

It is also a good idea to regularly review all your financial accounts and if you spot any irregularities, contact the bank immediately. Additionally, email security should be reviewed and consider changing your password to a stronger one, using a combination of characters, letters and numbers. Never share your internet banking log-in credentials or One-Time Verification Codes (OTVC) with anyone!

Ends

CIBC Caribbean

CIBC Caribbean is a relationship bank offering a full range of market leading financial services through our Corporate and Investment Banking, Personal and Business Banking and Wealth Management segments. We are located in twelve (11) countries around the Caribbean, providing the banking services through approximately 2,700 employees in 45 branches and offices. We are one of the largest regionally listed financial services institutions in the English and Dutch speaking Caribbean, with US\$13 billion in assets and market capitalization of US\$1 billion. We also have a representative office in Hong Kong that provides business development and relationship management for our fund administration. The face of banking is changing throughout the world and CIBC Caribbean intends to lead these changes with the expertise, integrity and knowledge gained from banking in the Caribbean since 1836.

CIBC Caribbean is a member of the CIBC Group. CIBC is a leading Canadian-based global financial institution with 11 million personal banking and business clients. Through our three major business units - Retail and Business Banking, Wealth Management and Capital Markets - CIBC offers a full range of products and services through its comprehensive electronic banking network, branches and offices across Canada with offices in the United States and around the world.

For more information about CIBC Caribbean, visit www.cibcfib.com, [Facebook](#), [Twitter](#), [LinkedIn](#), [Instagram](#) or [YouTube](#).

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