

February 24, 2006

Dear Cardholders;

We have had multiple reports across campus of fraudulent emails attempting to access credit card information.

These emails appear as if they have come from a bank or card provider but in fact they are an illegal attempt by unknown persons to collect personal information and account numbers.

US Bank and VISA are the University of Iowa's' card provider and bank. Neither of these entities will EVER make contact with our cardholder via email to collect card information. Therefore, any attempt made in this manner can be assumed to be an illegal attempt and the recipient should delete the email without responding or clicking on any links within the email.

As stated in past reports, there are several steps you can take to avoid becoming a victim of this type of fraud:

1. Never give out your account number or other personal data to someone who contacts you via phone or email. Both U.S. Bank and Visa already have the information we need to maintain your account. We would never contact you to ask for verification.
2. If you receive a fraudulent email, DO NOT REPLY to it under any circumstances and furthermore, do not click on the link in the email.
3. To help track these cyber-criminals, the U.S. Bank Fraud Department is requesting that anyone who has received a suspicious email send a copy of it to [fraud\\_help@usbank.com](mailto:fraud_help@usbank.com), along with responses to the questions below:
  - \* Do you have an account relationship with U.S. Bank?
  - \* What Internet Service Provider (ISP) do you use?
  - \* What type of connection do you use to access the Internet? Cable, dial up, DSL or other?
  - \* Do you have a firewall installed on your computer?

Comments, questions, or concerns can be directed to Sherry-Reynolds-Miller, [sherry-reynolds@uiowa.edu](mailto:sherry-reynolds@uiowa.edu), 335-0656.