
Suspect fraud?

Follow the best practices below if you believe – or have confirmed – your business has been the victim of fraud.

In cases of fraud, time is of the essence, so take quick action to report the fraudulent activity as soon as you are aware of it.

1 Contact KeyBank and your other financial institutions.

- a. For KeyBank accounts, contact the KeyBank Fraud Client Service Center at 1-800-433-0124. Dial 711 for TTY/TRS.
- b. Report any suspicious transactions that have posted to your account.

2 Contact your KeyBank Relationship Team.

- a. Contact your Relationship Manager, Payments Advisor, Client Manager, and anyone you work with at KeyBank to inform them of the fraud.

3 Reset necessary passwords.

- a. Access KeyNavigator® through key.com to reset your password.
- b. Access KeyBank Business Online® (KBBO) through [KeyBank Online](#) to reset your password.
- c. Review user access levels and consider dual approvals on outgoing payments via wires and ACH.

4 Use a secure, authenticated method to send payments.

- a. Process payments through KeyNavigator and/or KBBO.
- b. Require dual authorization to release funds on transactions.

5 Review your account(s) daily.

- a. Review your account(s) for unexpected or suspicious transactions. Report them immediately to KeyBank.
- b. Sign up for applicable account alerts if you have not already.

6 Protect your device(s).

- a. Review your browser and operating system on each device(s) to ensure they are up to date to help protect against vulnerabilities.
- b. Work with a trusted source to review and remove malware or spyware.

7 Understand that anyone can become a victim of fraud.

- a. Fraudsters are very good at what they do. We are all susceptible to becoming a victim.
- b. Remain vigilant for any red flags with suspicious transactions or payment requests.