



# What to do if your business is a victim of fraud or malware

## Take action to minimize the impact to your business

The threat of fraud evolves as much as the technologies we use for online banking. The following includes tips and actionable suggestions to help you if you've become a victim.



Call Key's Fraud and Disputes Hotline directly at 1-800-433-0124 for an analysis of the situation and further direction. After calling the hotline, contact your Relationship Manager to make them aware of the issue.



If you are unsure whether an email is an authentic message from Key, do not respond to the message. Instead, forward the message to [emailfraud@keybank.com](mailto:emailfraud@keybank.com). You can also visit [key.com/security](http://key.com/security) for additional information on fraud protection. If you responded to the fraudulent email or have specific questions, call Key at 1-800-433-0124.



If you have any security questions related to your use of KeyNavigator®, please call our KeyNavigator Security Support team at 1-800-539-9039 and select option 1. If you suddenly do not have access to KeyNavigator, please call Key immediately and inform us. This may be a result of malware or phishing attempts.



If you have discovered malware on your computer or clicked a link or opened an attachment and are not sure if your computer is safe, please contact Key on our Fraud and Disputes Hotline at 1-800-433-0124 to inform us of the malware concern. You should also consult with a qualified IT professional to scan for and/or remove any malware and viruses. Unfortunately, depending on the type of malware, any networked computer is at risk of infection from any other computer on the same network. This is why removing the computer from the network and Internet is so important.



Remember, if you or your business is a victim of fraud, it's important that you report it to the local law enforcement agency.

## If you suspect fraud, act fast!



**Alert your incident response team and your IT department**



**Activate your incident response plan**



**Contact KeyBank's Fraud and Disputes Hotline at 1-800-433-0124**

## If you think your computer is infected, seek legal counsel immediately

When it comes to fraud, time is of the essence. That's why it's imperative to contact your legal department right away.

### Keep the following in mind when dealing with any type of fraud:

- Your legal team will direct forensics, notice drafting and other vendors so that, in the event of legal action or investigation, all documents and communications are not discoverable.
- Do not share forensic reports, legal analyses and drafts with clients or third parties if not absolutely necessary.
- Be careful when using the terms "breach," "personally identifiable information" (PII) or "protected health information" (PHI). These are statutorily defined legal terms, the use and admission of which have consequences.

If you suspect your company is a victim of fraud or malware, call **Key's Fraud and Disputes Hotline directly at 1-800-433-0124**, and then contact your Relationship Manager to make them aware of the issue.

To learn more, contact your Relationship Manager, or visit [key.com/security](https://key.com/security).

**KeyBank**   
Use the red key.®

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