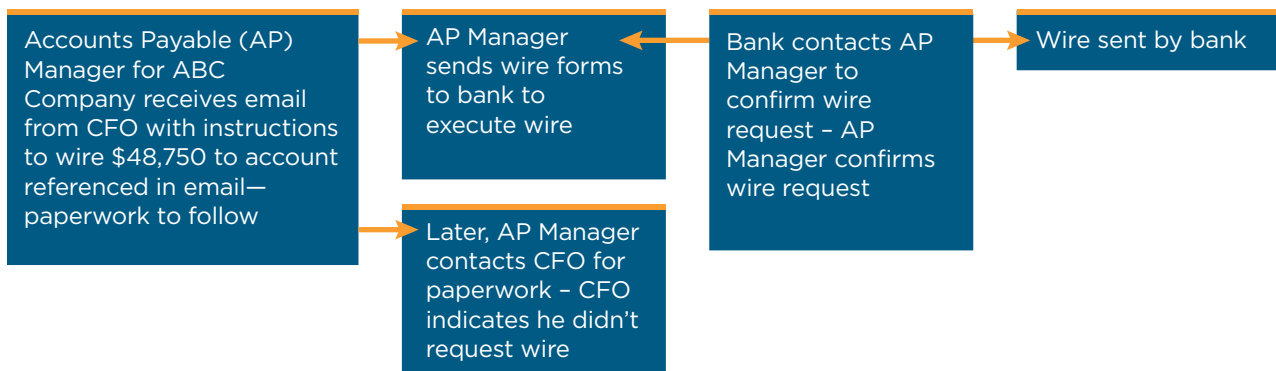


## LATEST TREND IN EMAIL FRAUD ATTEMPTS

TriState Capital Bank takes the security of your deposited funds very seriously. For this reason, we have several security procedures to guard against unauthorized transactions. However, the protection of your funds requires a partnership between you and us. For this reason, we wanted to alert you to a growing wire fraud scam that has become increasingly prevalent in the past few months. Because this scam attacks at the customer level, instead of at the bank level, it is critical that you be aware of this scenario and take steps to avoid being a victim.

Consider the following scenario:



### HOW DID FRAUDSTER MAKE THIS SCHEME WORK?

- Fraudster obtained information about ABC Company business, names of CFO and Accounts Payable Manager from company website
- Fraudster verifies contact information about Accounts Payable Manager via phone call posing as a potential or unpaid vendor
- Fraudster obtains an internet domain slightly different from ABC Company — **@abcOo vs. @abcCo**
- Fraudster launched attack above by sending email to AP Manager
- Since parallel domain was used, company's email system didn't have to be hacked
- Fraudster contacts verified employees in its emails making it more personal and less likely to be questioned
- By attacking at the customer level, bank's security procedures are avoided

### WHAT COULD MAKE THIS SCAM FAIL?

- For enhanced risk transactions (amount, nature of transaction, etc.), establish confirmation procedure that is multi-channel — if request is made via email, confirm with telephone call
- Require all documentation before transaction is initiated
- Only communicate with employees through official email and phone number
- Require two people to complete transaction — one to complete request and one to confirm and approve
- Use commercial encryption program

On behalf of everyone at TriState Capital Bank, thank you for your continued trust and business. Please contact your Relationship Manager or Treasury Management Officer if you wish to discuss available account security features.