



Harvard
FEDERAL CREDIT UNION

MGB Presentation: Scams and Fraud Prevention During the Holidays

Assessment, Short-term Problem Solving and Referral

MGB Employee Assistance Program

Personal & Well-being

Stress/Resilience
Depression/Anxiety
Domestic Violence
Grief/Loss
Addictions
Relationships



Family & Life

Childcare
Financial
Eldercare
Legal
Parenting
Lactation

Workplace

Staff Support During Difficult Times
Manager Consultations
Workplace Issues
Work & Life Webinars / Seminars



866.724.4327 | “Don’t Worry Alone” | eap.partners.org

Today's Webinar

Reducing Background Noise

We've muted all attendees to help with audio quality.

Using the "Q&A" Feature

Submit questions at any point. Let's test it!

Presentation & Recording

This presentation is being recorded and will be posted on our YouTube channel to re-watch.

Post-Workshop Survey

Take our post-workshop survey and let us know how we did.

Meet Your Hosts



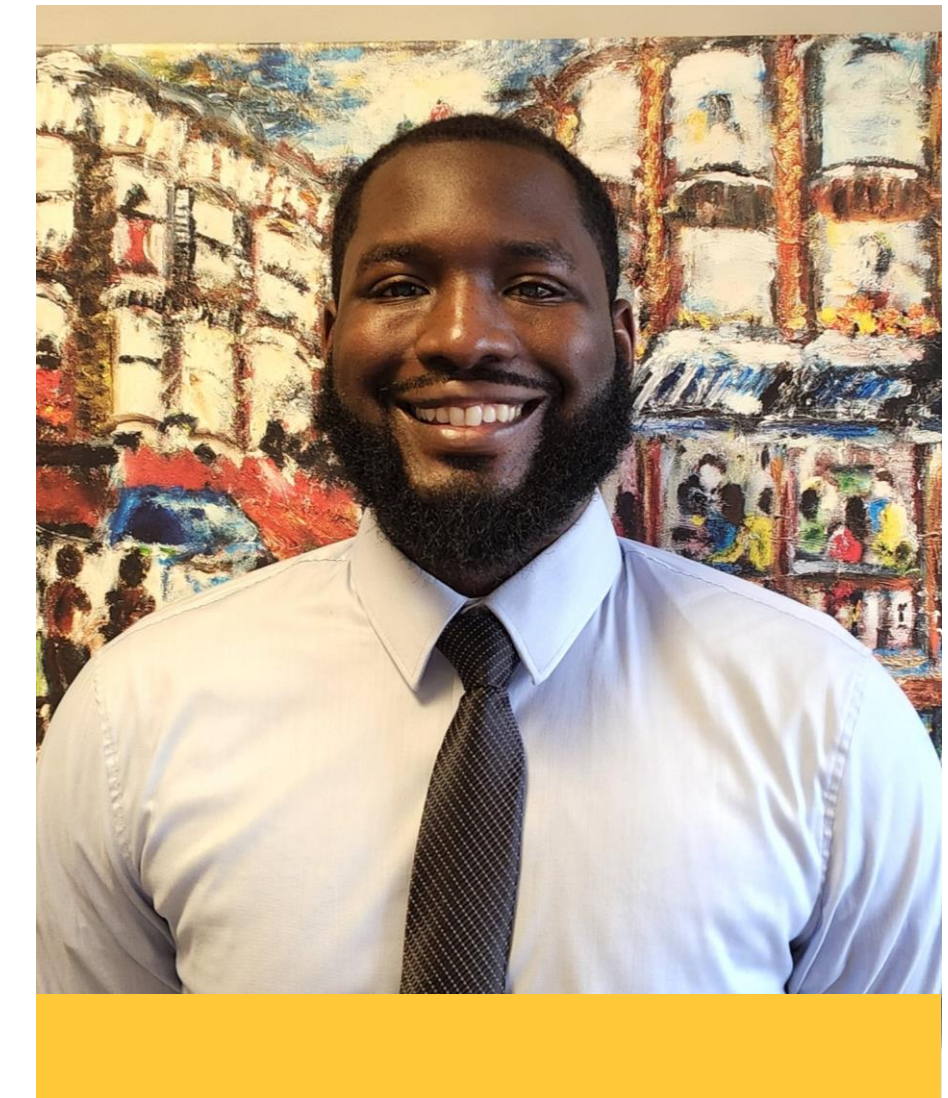
Ty Koppelson, CCUFC

Community Engagement Specialist



Jen Fries, CCUFC

Community Engagement Manager



Terrence Bazile, CCUFC

Community Engagement Specialist

Today's Agenda

- What is Fraud and Why Awareness Matters ?
- 2025 Holiday Scams and Fraud to Be Mindful Of
- Signs of Scams
- Prevention

Today's Presenter



Daniella Ciuffetelli

Fraud and Compliance Manager

Fraud & Scams

Fraud

Fraud is:

- when someone tries to trick you out of your personal information or money.



Fraud

Fraud is:

- when someone tries to trick you out of your personal information and money.
- Examples:
 - Your credit card information is involved in a data breach, and fraudsters use the stolen information to buy Bitcoin
 - Your identity information is stolen, and accounts are opened under your name without your knowledge or authorization



Fraud

- Fraud is the intentional deception of a person to get them to compromise sensitive information or to obtain money.
- Fraud differs from a billing dispute based upon *intention* and *authorization*
- Example billing disputes:
 - Forgetting to cancel a subscription before its trial period ends
 - An authorized party (i.e., joint account holder) makes a purchase the other account holder disagrees with



Fraud

Fraud is NOT:

- giving someone authorization to use your debit card, then not liking how they use it.
- forgetting to cancel a subscription or a free trial before it charges.



Fraud

Fraud is NOT:

- giving someone authorization to use your debit card, then not liking how they use it.
- forgetting to cancel a subscription or a free trial before it charges.
- someone using an account they are authorized to use.



Fraud

Fraud is NOT:

- giving someone authorization to use your debit card, then not liking how they use it.
- forgetting to cancel a subscription or a free trial before it charges.
- someone using an account they are authorized to use.
- kids making purchases without your knowledge.



Potential Impacts:

For victims of fraud, monetary loss is only the beginning

- Reputational Impact
- Credit Impact
- Job Loss / Denial
- Erosion of trust / mental anguish
- Time spent recovering funds, securing account and identity information



Scams

Scams are:

- an intentionally deceptive way of obtaining someone's personal information or money.



Scams

Scams are:

- an intentionally deceptive way of obtaining someone's personal information or money.
- Examples:
 - Romance scams
 - Imposter scams
 - Employment scams



Scams – Why Awareness Matters

We are currently in the mist of a global “scamdemic”, or scam epidemic:

- 73% of adults in the U.S. have experienced some kind of online scam or attack with credit card fraud being most common
- FBI reported \$16.6 billion in losses due to online scams last year in 2024
- \$1 trillion dollar problem globally
- Rise in recent scams driven by Digital Age



2025 Holiday Scams

2025 Prevalent Holiday Scams & Fraud

- Fake Online Store Fronts
- Gift Card Scams
- Phishing Emails / Spoofing Attempts
- Charity / Donation Scams
- Delivery Scams



Fake Online Store Fronts or Marketplace Deals

Scammers will create realistic-looking websites or marketplace ads offering deals that are too good to be true.

How the scammers trick unsuspecting consumers:

- URL is similar to that of real webpage, may only be off a character or two
- After entering payment details, victims receive counterfeit goods (or sometimes nothing at all!)

Always proceed with caution before providing payment information or making a payment



Gift Card Scams

There are multiple scams involving gift cards to be mindful of during the holiday season:

Bogus Gift Cards Sales:

- Online listings for fake or already used gift cards

Tampered Gift Cards:

- Scammers tamper with gift cards in store by removing protective stickers or scratching off the card numbers and PINs before purchase

Be cautious of offers that appear to be good to be true, and avoid purchasing gift cards from public kiosks or auction sites



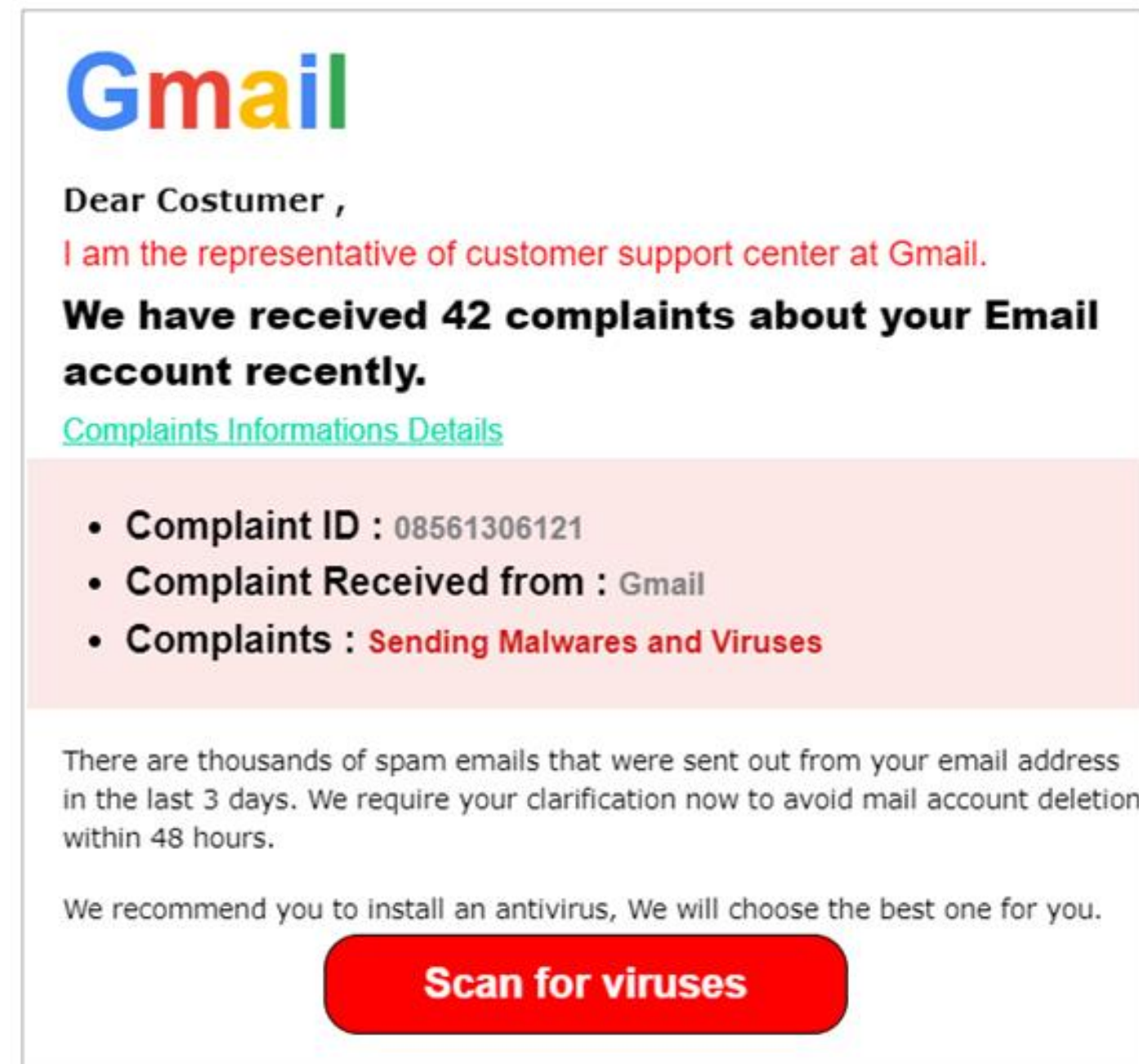
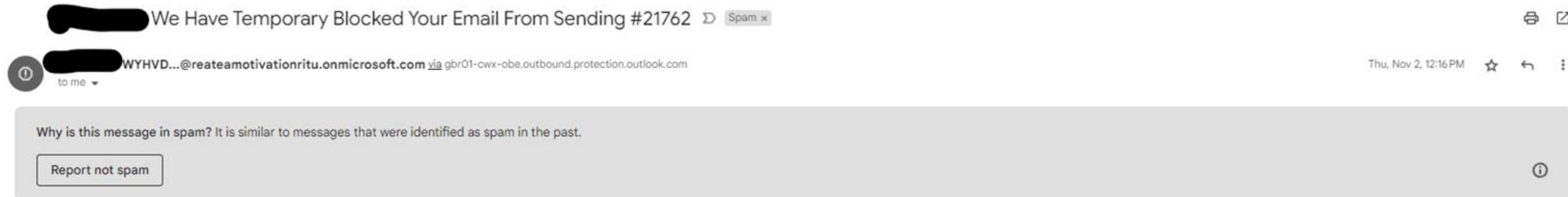
Phishing & Spoofing Attempts

Phishing is an attempt to obtain sensitive information, such as username, password, or account information by pretending to be a known person or entity.

- Emails: Attackers send emails that appear to be from legitimate sources, urging recipients to click on malicious links or download harmful attachments.
- Websites: Phishing often involves fake websites that mimic legitimate ones, tricking users into entering their credentials.



Phishing Example



Phishing Example - Continued



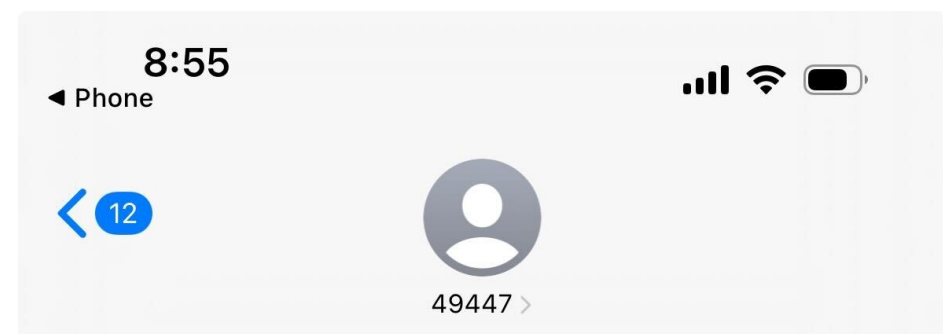
Phishing & Spoofing Attempts

Spoofing is a technique used by scammers to impersonate another person, device, or system

- Email Spoofing: Altering the “from” address in an email to make it appear as if it is coming from a trust source
- Caller ID: Manipulating the caller ID to display a familiar number, appearing as a known contact or organization



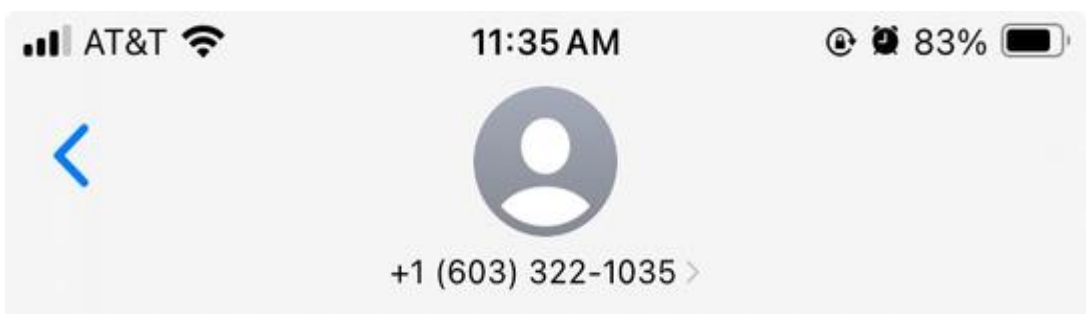
Spoofting Examples



Text Message • SMS
Today 6:09 AM

FreeMsg
Harvard FCU Fraud Alert
We declined \$0.00 at WAITROSE
LTD for card ending 0010 on
08/15/25
Was this you?
Reply Y or N
STOP to end alerts

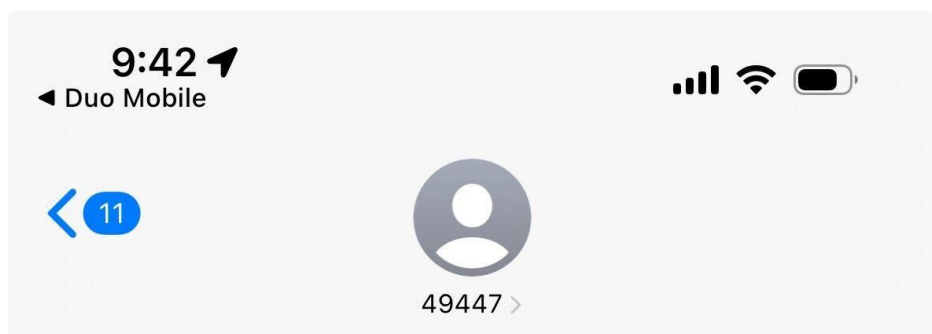
The sender is not in your contact list.
[Report Junk](#)



Text Message
Friday 7:43 PM

FraudAlert Harvard F.C.U: A new
Device IPHONE 11 PRO Max
have login to your Harvard
F.C.U. Online Account on 06/14.
Did you authorize this? Reply
YES or NO CASE ID#[290621](#).
Msg&rates may apply.

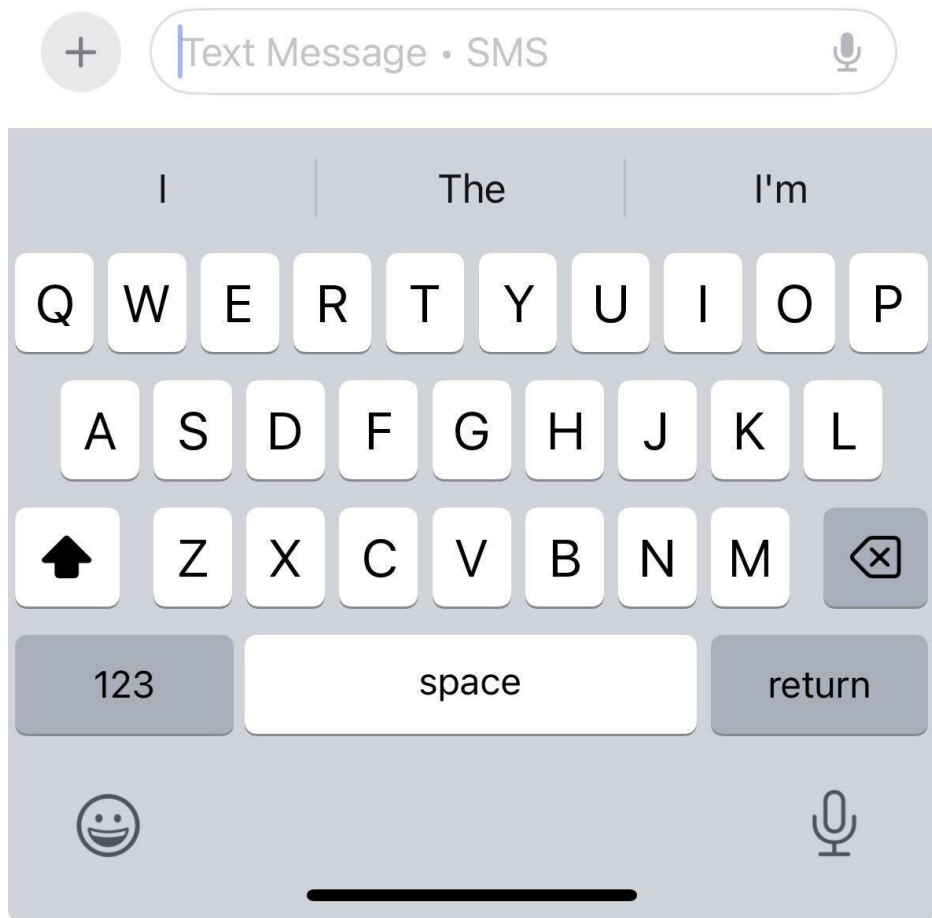
No



Text Message • SMS
Today 9:39 AM

FreeMsg
Harvard FCU Fraud Alert
We declined \$0.00 at WAITROSE
LTD for card ending 0010 on
08/15/25
Was this you?
Reply Y or N
STOP to end alerts

The sender is not in your contact list.
[Report Junk](#)



Charity & Donation Scams

During the holiday season, scammers exploit goodwill by posing as charitable organizations.

Be wary of unsolicited requests for donations and always verify the legitimacy of any charity before contributing.



Delivery Scams

Scams involving fake delivery notifications spike during the holiday season, as scammers attempt to capitalize on eager consumers awaiting deliveries.

- Scammers may claim there are issues with your order and request personal information or payment to resolve the issue
- Always verify delivery details directly with the retailer or shipping company; vet the request and never provide payment information for a shipment you've already paid for



Signs of a Scam

Signs of a Scam

Be alert for:

- Creating a sense of urgency or emergency situation to play on your emotions



Signs of a Scam

Signs to watch for:

- Creating sense of urgency or emergency situation to play upon your emotions
- Pressuring you to “act now” without answering questions



Signs of a Scam

Signs to watch for:

- Creating sense of urgency or emergency situation to play upon your emotions
- Pressuring you to “act now” without answering your questions
- Asking for payment via unrecoverable methods – such as cash, gift card, cryptocurrency, or wire transfer



Signs of a Scam

Signs to watch for:

- Creating sense of urgency or emergency situation to play upon your emotions
- Pressuring you to “act now” without answering your questions
- Asking for payment via unrecoverable methods – such as cash, gift card, cryptocurrency
- Deal sounds too good to be true, or is a “great deal”, but you are required to pay taxes and/or fees upfront



Helping Prevent Fraud & Stop Scams

Preventing Fraud

Ways to protect yourself:

- Be cautious of high-pressure, urgent demands



Preventing Fraud

Ways to protect yourself:

- Be cautious of high-pressure, urgent demands
- Educate yourself on common scams



Preventing Fraud

Ways to protect yourself:

- Be cautious of high-pressure, urgent demands
- Educate yourself on common scams
- Install trusted software to protect your devices



Preventing Fraud

Ways to protect yourself:

- Be cautious of high-pressure, urgent demands
- Educate yourself on common scams
- Install trusted software to protect your devices
- Use strong, unique passwords on each account and enable MFA



Preventing Fraud

Ways to protect yourself:

- Be cautious of high-pressure, urgent demands
- Educate yourself on common scams
- Install trusted software to protect your devices
- Use strong, unique passwords on each account and enable MFA
- Assume any unsolicited correspondence requesting personal or financial information is suspicious, and treat it as such



Preventing Fraud

Ways to protect yourself:

- Be cautious of high-pressure, urgent demands
- Educate yourself on common scams
- Install trusted software to protect your devices
- Use strong, unique passwords on each account and enable MFA
- Assume any unsolicited correspondence requesting personal or financial information is suspicious, and treat it as such
- Monitor your financial accounts regularly; consider placing a freeze on your credit reports if you are not seeking new credit

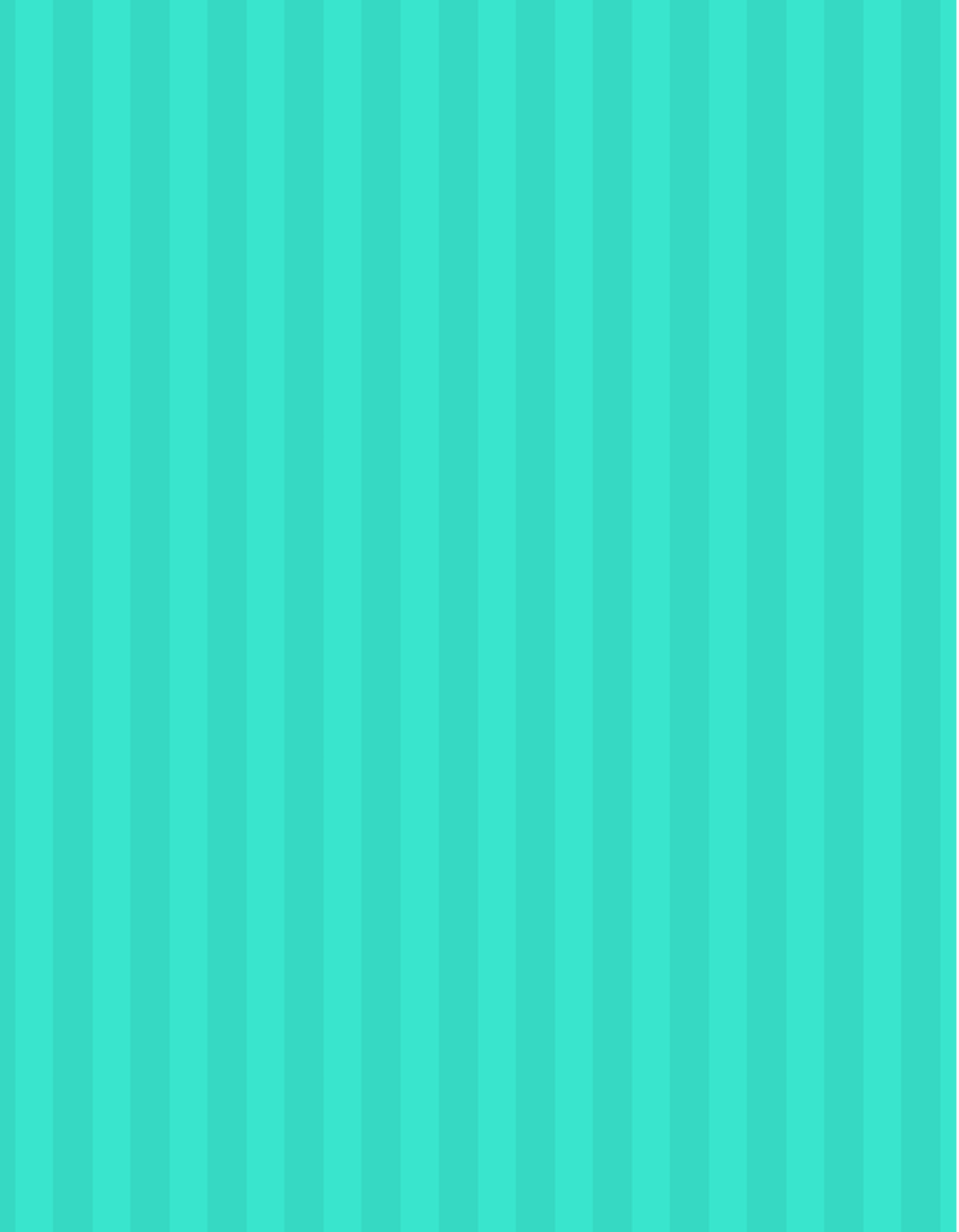


Questions?

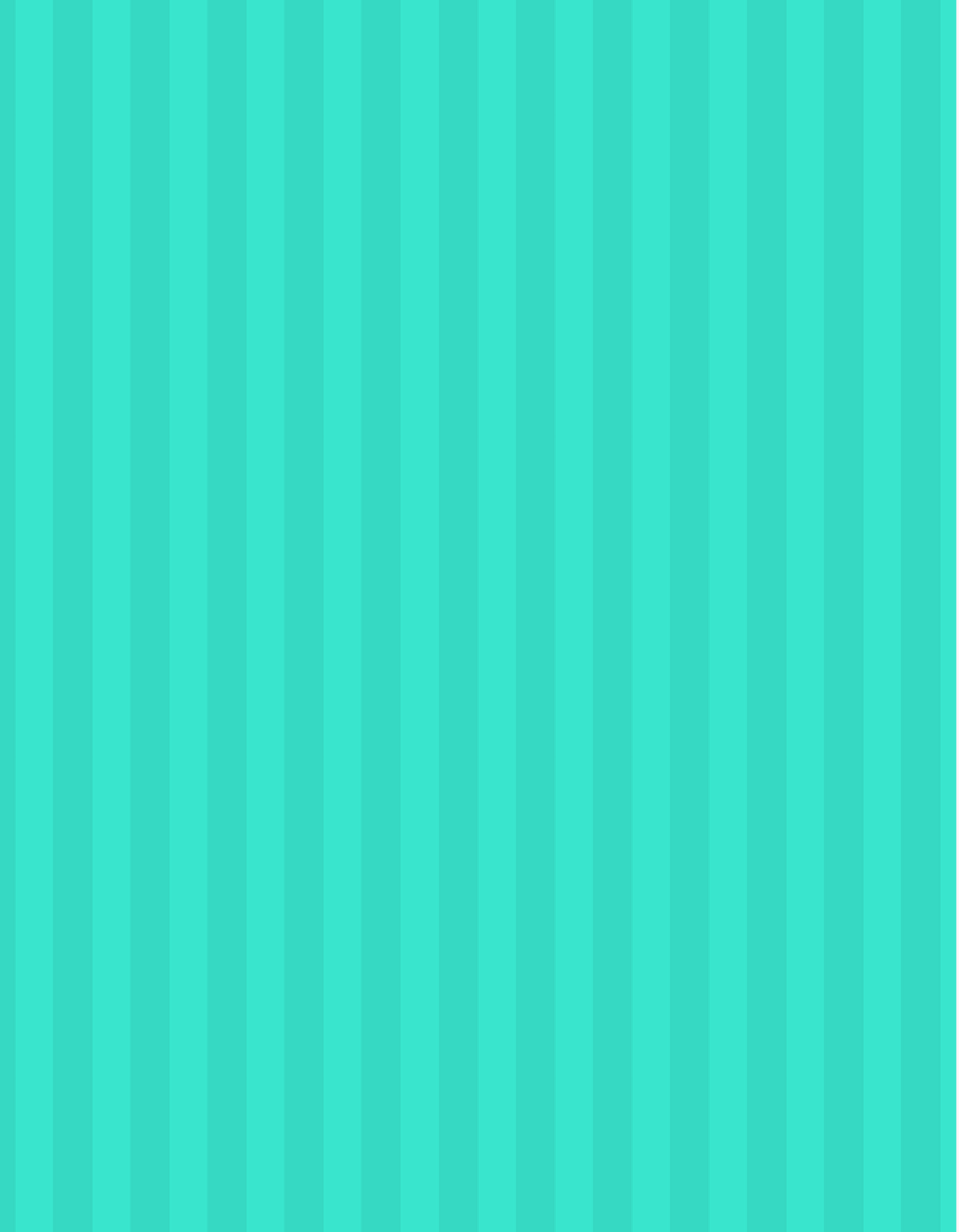




How is AI Contributing to Rising Cases of Bank Fraud?

A decorative background on the left side of the slide consisting of vertical stripes in various shades of teal and turquoise.

What are some of the
most important ways to
protect yourself from
scammers?



What should I do if I have
fallen for a fraud
attempt or scam?

Let's keep in touch!

✉ connect@harvardfcu.org

🌐 harvardfcu.org

🔗 @HarvardFCU
Find us on all social channels

📍 104 Mount Auburn Street
Cambridge, MA 02138



