



EAST WEST BANK

Dear Valued Customer,

East West Bank would like to alert you about a current phishing scam directed at on-line banking users. The scam targets users by sending emails that appear to be from an official source and are designed to trick the recipient into clicking a link in the e-mail for the purpose of acquiring sensitive data, such as passwords or financial information.

The phishing e-mails claim to be from East West Bank and advise recipients to update account information by clicking a link that goes to a fraudulent web site. **East West Bank did not send this email.** East West Bank does not use emails to request personal information or update security tools.

Please be advised to **NEVER** click links or install programs suggested in emails, even if the email appears to be from an official or familiar source. East West Bank will never send client emails containing links to download software or applications.

The emails described above are not from East West Bank. Please immediately delete emails such as these, and be careful not to take the actions requested.

Don't click on any links within an e-mail asking you to access your account or to verify PIN numbers, passwords or other sensitive information.

If you get an e-mail that appears to be from East West Bank asking you to log-in or for other information, immediately contact East West Bank's Customer Support Center to report the incident. Be prepared to forward a copy of the message to them for review if requested to do so.

If you or someone in your family mistakenly follows a link and provides sensitive information, immediately contact us so that we can monitor your account or change your account number.

Remember, the thief copies text and images from banking websites to make the e-mails look authentic and fool people into providing sensitive information.

Never give out your personal or account log-in information after following a link from an e-mail, even as "identity verification" for a contest. Attackers frequently use such tactics to lure you into giving up identifying information.

For more information on how to tell if an e-mail message is fraudulent, go to www.eastwestbank.com, click on Privacy & Security and click on "how to avoid phishing" (under Fraud Prevention Brochure).

If you have any questions, please call our Customer Service Center, Monday through Friday, from **6:00 AM to 7:00 PM (PST)** and Saturday, from **9:00 AM to 5:00 PM (PST)** at **(888) 895-5650**.

Member FDIC