Central Valley Community Bank

www.cvcb.com

SPAM Notification Regarding ACH Emails

November 16, 2011

Central Valley Community Bank (CVCB) has received reports that customers and non-customers have received a fraudulent e-mail that has the appearance of having been sent from CVCB. See sample below.

The subject line of the e-mail states: "ACH Transfer not accepted by Central Valley Community Bank." The e-mail includes a link which redirects the individual to a fake web page which will download an executable virus, Trojan or other malware. If you are a recipient of this email, please promptly delete it, update your anti-virus software definitions to the latest version and run a full scan of your system. Both the e-mail and the related Web site are fraudulent.

Be aware that phishing e-mails frequently have links to Web pages that host malicious code and software. Do not follow Web links in unsolicited e-mails from unknown parties or from parties with whom you do not normally communicate, or that appear to be known but are suspicious or otherwise unusual.

If malicious code is detected or suspected on a computer, consult with a computer security or anti-virus specialist to remove malicious code or re-install a clean image of the computer system. Always use anti-virus software and ensure that the virus signatures are automatically updated. Ensure that the computer operating systems and common software applications security patches are installed and current.

Central Valley Community Bank will never advise a customer via email, of the status of an ACH transaction. In most cases, email is only used for responses to email requests or queries initiated by the customer. If you are uncertain of any email that you receive, which appears to be sent from, or on behalf of, Central Valley Community Bank, you may contact our Customer Service Department at 1-800-298-1775, option 3 for confirmation. You can provide a copy of the wording to Customer Service, but please delete any sensitive data.

Learn more about ACH SPAM Fraud.