

The Virgin Islands Consortium

Scotiabank Asks Customers To Closely Monitor Accounts

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In a press release issued Friday afternoon, Scotiabank is encouraging all its customers to closely monitor their accounts and if suspicious activity is suspected, to immediately call the bank for further assistance.

It's the latest move by the bank--one of the three affected in the U.S. and British Virgin Islands, including First Bank and Banco Popular--where [fraudulent activity](#) has seen customers Visa Debit cards being illegally accessed and, in some instances, wiped clean of funds.

The full Scotiabank release can be found below:

"November 21, 2014 –The safety and security of customer accounts and information is a top priority and Scotiabank takes this responsibility very seriously. We value our relationship with each customer and apologize for any inconvenience caused as a result of the ongoing issue that originated externally with customer debit cards. We want to assure you that we are investigating the situation and proactive measures have been put in place for your protection. We expect to have this resolved as soon as possible.

"We are closely monitoring customer activity and where a transaction is identified as suspicious, customers are being contacted by Scotiabank to verify activity on their cards. If fraudulent, the card will be blocked and we will replace your card. If we cannot reach you, we will place a temporary hold on your card for your protection and ask that you call us as soon as you can.

"We are also asking all of our customers to closely monitor their accounts and contact the Bank immediately if they see any transactions that don't belong to them. You can reach us at 1-866-9SCOTIA if you have any questions or concerns.

"We appreciate your business and thank you for your patience."