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Keep Your Business SAFE

ARMING YOU WITH THE INFORMATION TO PROTECT YOURSELF AND
KEEP YOUR IDENTITY SAFE

10/07/2025

About SCORE

As a resource partner of the SBA, we help small businesses by:



Providing free
business advice
and mentoring



Offering low or
no-cost business
training



Sharing free business
templates and
resources

Request a SCORE mentor at www.score.org/find-mentor



TD Bank Keep Your Business SAFE

TD SAFE
Security Awareness For Everyone

TD SAFE
October 7, 2025

Matt De Marco

Presenter Name

Meet the Presenter

Who is your fraud
fighter?

Learn more about today's fraud
education presenter



Matt De Marco

Matt De Marco is a Business Banker for TD Bank, covering Rockland County, NY and Bergen County, NJ.

Matt holds degrees from Hofstra University and Ramapo College, where he earned his BA in Communications and his MBA in Organizational Leadership, respectively.

He brings 14 years of banking experience to his current role, where he specializes in all aspects of business lending.



Agenda

- Business Fraud & Scam Awareness
- Your Role & How To Report Fraud
- Questions & Resources



Section 1

Business Fraud & Scam Awareness



TD Bank Evolution of Fraud & Scams

Arming you with the information to
protect yourself and keep your
identity SAFE



Fraud

Unauthorized access to information without the victim's knowledge or consent

Scams

Trick and manipulate the victim into providing information or money

Types of Scams

Can you name the top 3?



Business Email
Compromise



Identity Theft



Coupon Books



Directory Listing
Scam

Scams



Office Supply



Overpayment



Charity



Fake Invoices



Impersonation scams were the highest reported scams in 2022.

Source: GMA/Bureau of Consumer Protection - FTC

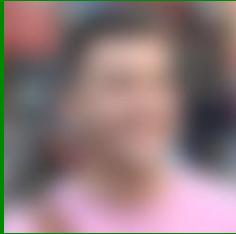
What's an imposter?

An imposter is a person who pretends to be someone else.

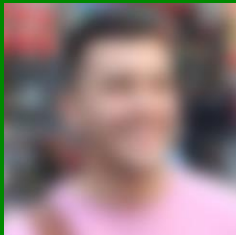
What's an impersonation scam?

The imposter tricks you into sending money that cannot be traced or recovered.

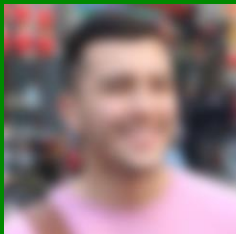
ID Theft – Putting the Pieces Together



Fraudster purchases pre-existing compromised information on dark web.



Fraudster GOOGLE searches their intended target.



Fraudster scans all social media accounts for more information.



Fraudster contacts additional sources to obtain more information.



Fraudster has unlocked all the pieces to commit identity theft.

Business Identity Theft

Identity thieves commit fraud by gaining access to business' bank accounts and credit cards or by stealing sensitive company information, such as the tax identification number (TIN) and the owners' personal information

Scammers pretend to be legitimate companies to trick consumers. For example, they may set up fake websites and “hijack” your company name and address.



Behind every small business is a person and their identity.

Business Identity Theft

Additional Tactics



Phishing Scams



Hacking



**Unsecured
Wi-Fi hotspot**



Dumpster Diving



Business Identity Theft – Protect Your Business



Regular review of your business's credit report



Keep company records current



Keep staff educated



Protect your company's private information



Use fraud alerts



Arming you with the information to protect yourself and keep your identity SAFE

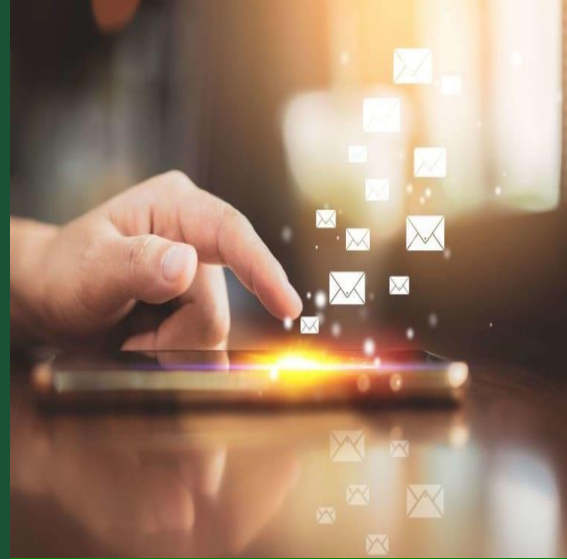


Business Email Compromise

Business Email Compromise (BEC) is a type of email scam.

Attackers pose as a trusted entity to trick a victim into sending funds to an attacker-controlled account.

The scammers often impersonate executives such as the CEO/CFO or other employees authorized to make major decisions such as approving wire transfers.



BBB[®] report finds that the average BEC loss involving wire transfers is \$35,000

BEC – Protect Your Business



Leverage technology to your business's advantage



Verify changes in customer, employee and vendor information



Encourage a healthy risk-based culture within your organization



Develop and follow procedures – confirm requests by phone **before** acting



TD Bank Fraud & Scams

Arming you with the information to
protect yourself and keep your
business and identity SAFE



Cyber Security Tips



Fake Invoice Scam

Businesses receive fake invoices demanding payment for products or services never ordered or received.

The most common scams involve office supplies, website or domain hosting services, and directory listings.



Red Flags

Pattern of purchases just below review level

Payments to multiple vendors for same product

Excessive materials ordered

Invoices can't be traced to shipments

Multiple payments to single vendor on same date

Expenses increase dramatically

Invoice fraud jumped by 155% in 2022.

Fake Invoice Scam – Controls



Segregation of duties



Management approvals



Reconciliation



Fake Invoice Case Study #1

Date: Aug 1, 2023
Ref #:394485
Type: Subscription Renewal
Amount \$339.99



Dear [REDACTED]

Geek Squad Annual Plan \$339.99 per year subscription is ending today.

As the process of auto-renewal. We charged your account for this time with the amount of \$339.99. Charges will be shown on your account within 24h.

If you want to cancel the renewal and claim the refund.
Kindly call support +[1\(877\)623-0465](tel:1(877)623-0465).

Fake Invoice Case Study #2

Invoice: # 7487554



Your order for Norton Life-Lock has been successfully renewed.

Dear [REDACTED]

Your subscription to "NORTON LIFE-LOCK" is about to renew, and \$899.99 will be taken out of your account today. To create Norton-Life-Lock the most dependable, secure, and potent solution to maintain enhancing your productivity, we pledge to keep working hard. Please contact us a [+1 \(818\) 570 5392](tel:+18185705392) to report if this transaction was not authorized by you.

Note: Transaction will appear on your bank statement within 24-48hrs.

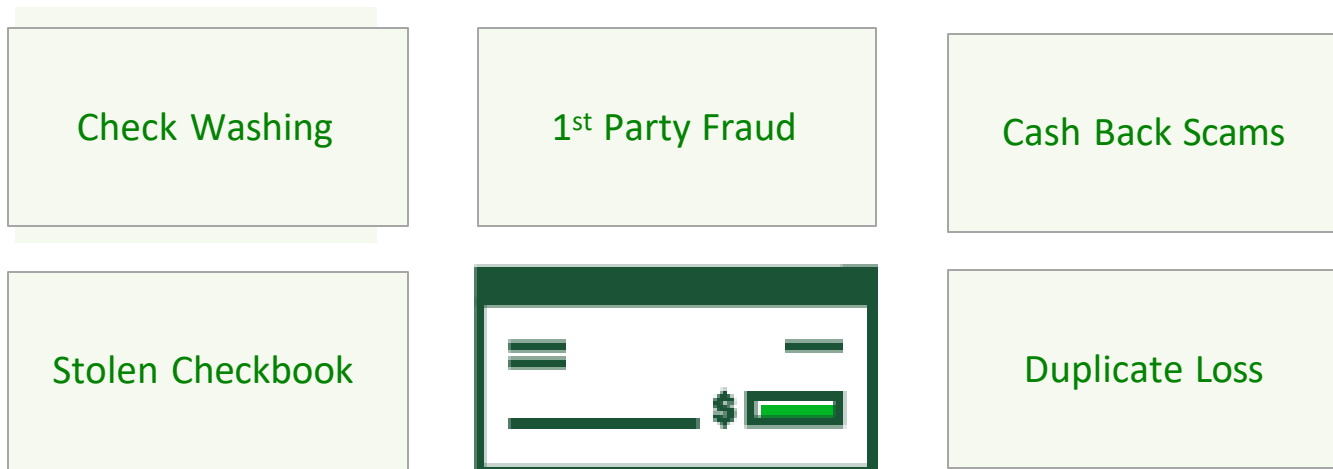
Item Description	Price	Qty.	Total
Norton Life Lock Pc Protection	\$899.99	2	USD 899.99
Payment Method	Auto-Debit		

Check Fraud

Despite the declining use of checks in the US, criminals still target checks to commit fraud.

Illegally obtained US Postal Service master keys (arrow keys) are one method criminals use to gain access to postal boxes and checks.

Check Fraud Types



YOY check fraud has increased 171%



Small businesses have ranked highest in fraud frequency from the ACFE's Report to the Nations[®] from 2002 to 2022

Source: Occupational Fraud 2024: A Report to the Nations. Copyright 2024 by the Association of Certified Fraud Examiners, Inc.

Check Fraud – Protect Your Business



Create a procedure to secure mail



Don't accept overpayments



Ensure that a check has cleared before issuing a refund



Only work with vendors you trust



Verify the payee before issuing payment or making changes to the vendor account



Business checks may be more valuable to criminals because business accounts are often well-funded, and it may take longer for the victim to notice the fraud.

Cash Back Check Fraud Case Study



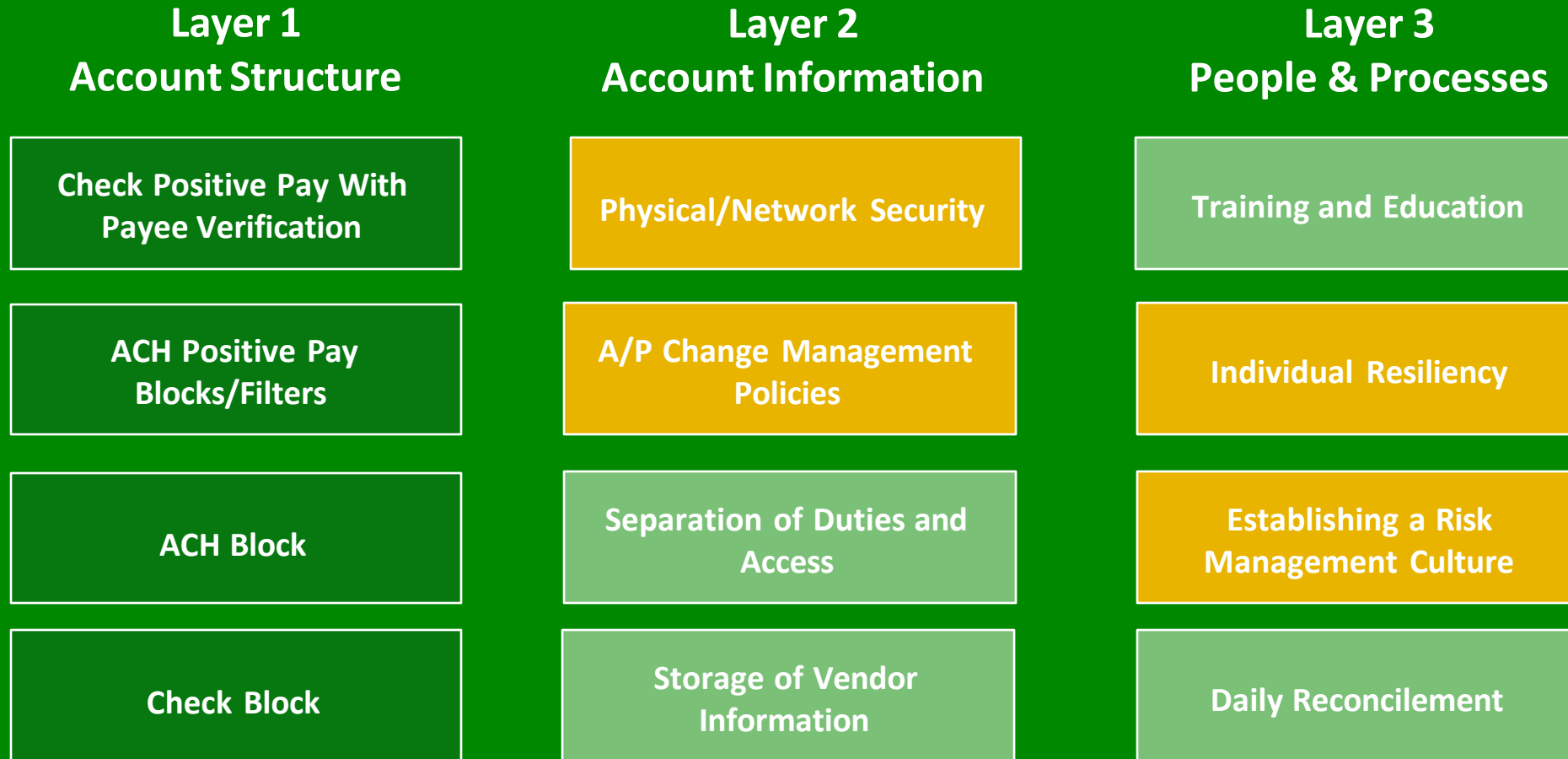
Layering Your Defenses



Running your business requires the right mix of people, processes and technology – the same is true for protecting it.

As scams continue to evolve, layers of defense will help build resiliency throughout your business operations.

Layering Your Defenses



Legend

Bank-Offered Products/Services	Dual Bank / Customer Approach	Customer Process/Tactics
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The Seasonality of Fraud

The Scammers' Fraud Calendar

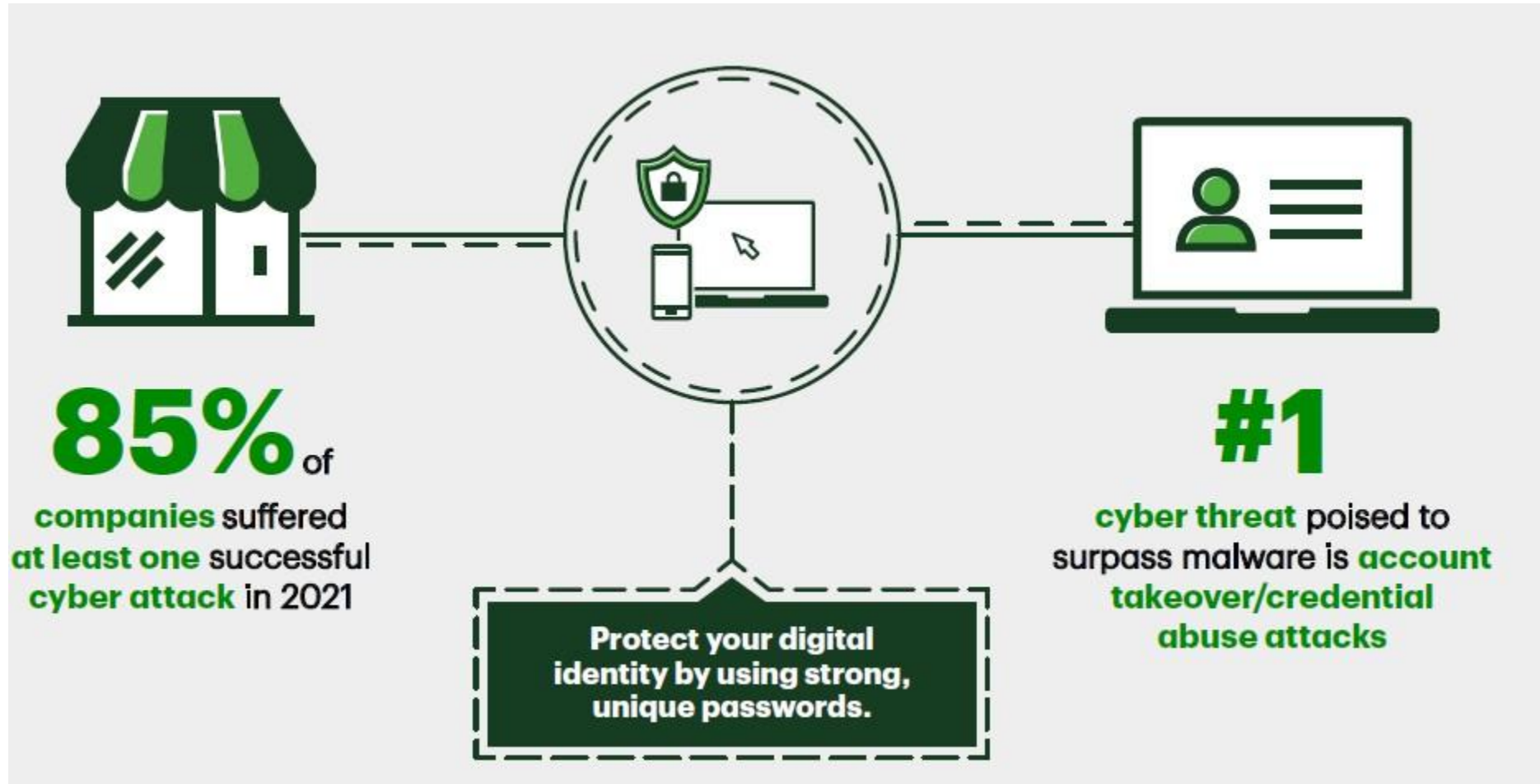


- Global health events/pandemics
- Regional/world conflicts & political events
- Environmental disasters (fires/earthquakes)
- Annual/seasonal rentals & vacations
- Annual Medicare enrollment
- Seasonal charity campaigns
- Seasonal on-line shopping (Cyber Monday)
- Sporting events (Super Bowl, Olympics)
- Income Tax
- Back to school

Your Role & How to Report Fraud



Awareness and Prevention Start With You



The Human Firewall



Training

Fraud awareness training for employees is highly effective

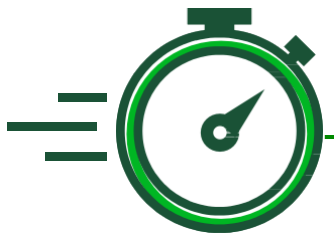


Stop and Think

Don't open attachments or click links from unknown senders

Never share account information/user credentials

Verify payment instructions verbally with a trusted source



Take 5 Minutes!

Report scams promptly

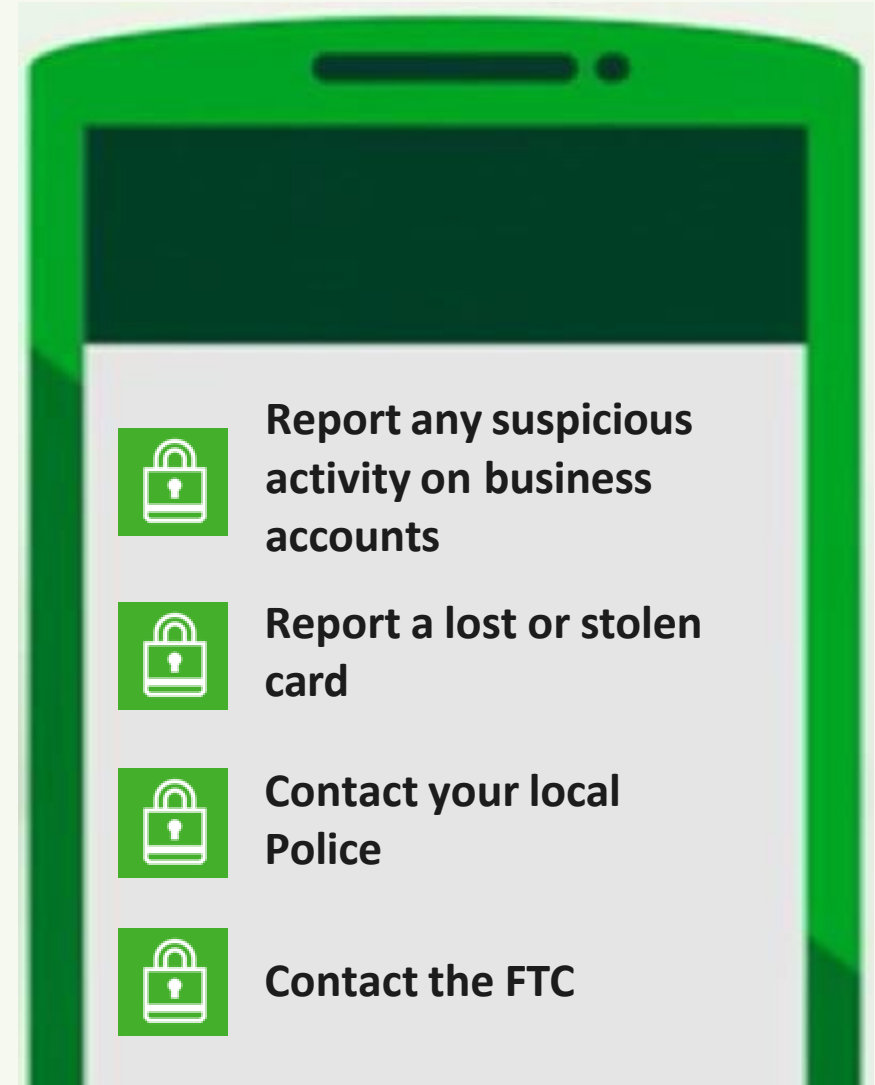
Use anti-virus software & update regularly

Use unique passwords for different accounts/social media

How to Report Fraud

If you think your business accounts or cards have been compromised, **contact your bank right away.**

Visit our [Security Center](#) to learn how to report fraud.



TD SAFE



If you receive a call, text or email asking you to act or give up personal information, slow down.

If someone came knocking at your front door and was asking you those same questions, would you be quick to answer?

Fraud Prevention:

8 things your bank will never ask you



Your Bank Will Never...

- Call to ask for personal information
- Ask you to keep a secret or be dishonest
- Threaten to cancel your services
- Try to rush you into doing something
- Ask you to help with an investigation
- Ask you to transfer money as part of an investigation
- Deposit money from your lines of credit without your knowledge
- Request access to your computer

Questions & Resources



QR Code Business Card

Power up your financial education.

We're here to help.



Protect yourself.

Stay up to date on common fraud and scams.

- Understand what to watch out for.
- Know how to respond.
- Learn about actions you can take and resources that can help along the way.

Scan the QR code below to get started.



Or visit: td.com/fraudprevention

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TD SAFE



Whether you're a customer or not,
talking about fraud is the right thing to
do.

We want the community to know that
we are here for you.



Thank You.



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Questions?

Helpful Links

- Find SCORE resources for small businesses at www.score.org/templates-resources
- Find more SCORE live and recorded workshops and courses at www.score.org/get-business-training
- Book an appointment with a SCORE mentor at www.score.org/find-mentor





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