

CURBSTONE FINANCIAL MANAGEMENT CORPORATION

From the Curb

Letter to Clients

March 14, 2024

Increase in Scams and What We are Doing to Help Keep Our Clients' Assets Safe

At Curbstone Financial Management, our clients' privacy and security of their assets and private information is a top priority. Over the past year, we have seen an increase in sophisticated scams. In the past, many scams were easy to spot as an email looked suspicious or you didn't recognize a phone number, but scams have become more intricate and believable by the day. Scammers are able to spoof phone numbers to make it seem as though an actual company is calling, they are able to create emails that look identical to the real emails, and much more. Once they are able to gain access to you or your devices, they are able to gain access to investment accounts, bank accounts, and other accounts that hold sensitive information or card/banking information.

To help reduce risks associated with theft and fraud, we have decided to change all clients with Schwab Alliance access to a "Limited Access" view. This change removes the ability to trade and requires you to contact us to initiate outgoing money movements. We ask that if you have any trading or money movement requests to please reach out to a member of our firm and we will make sure that your requests are processed within your requested time frame. We understand that this change may not be the right fit for all of our clients and we are happy to discuss this with anyone who would prefer a different level of access.

Below are a few helpful tips:

- **Do not** give out sensitive information over non-secure emails.
- **Do not** record your voicemail message with your own voice; we suggest using the pre-recorded default message.
- **Do not** send wire transfers or electronic transfers (Zelle, PayPal, Venmo) to unknown individuals.
- Always look at an email's sender; scammers are able to spoof emails by changing just one letter.
- Look out for incorrect grammar in emails, texts, or letters.
- Watch out for any email or text that creates a sense of urgency.
- **Do** set up dual factor authentication on all accounts that hold sensitive information such as your Social Security Number, your banking information, or card numbers.
- If you believe you have fallen for a computer scam, shut your computer down and bring it to a specialist to have them clean the software.

We would like to do our best to help our clients avoid being scammed in the future. If you receive a phone call, email, letter or text from Charles Schwab or Curbstone Financial Management and you are unsure if it is legitimate, please do not hesitate to reach out to our office.