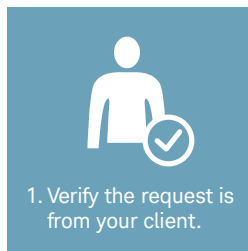
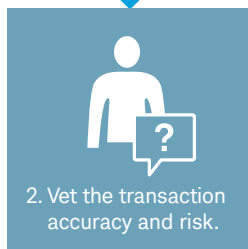


# Four key steps to reduce fraud risk when moving money

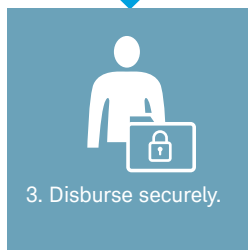
## Communication and secure practices are key to preventing fraud



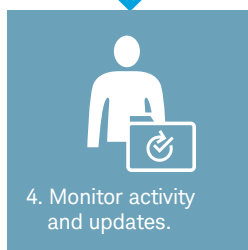
- Don't trust email—speak to your client directly.
  - Weave details into the conversation.
  - Establish a code word.
  - Call the number on record, not one received by email; be wary of recently changed or added information.
  - Video conference whenever possible to confirm identity visually.
- Educate your clients in advance on your firm's verification policies and procedures.



- Your client may be unaware of current fraud trends. Probe into the nature of the transaction to identify potential risk and common tactics used by fraudsters.
- Ask your clients detailed questions, such as:
  - How do you know the recipient?
  - How did you receive the instructions?



- Limit disbursement authority to carefully selected employees.
- Mandate two-factor authentication security code use when processing move money transactions.
- Enhance security—use eAuthorization for wires whenever possible.



- Monitor client accounts for unexpected or abnormal activity.
- Closely follow alerts, including client-initiated disbursements and trades, TOAs, unusual login notices, and contact information updates.
- Escalate unusual or unauthorized transactions to Schwab.

Your firm and clients can take a number of steps to safeguard your systems and combat fraud attempts: education, encouraging safe online practices, keeping your operating and antivirus systems up-to-date, and enacting strict procedures for opening new accounts and processing move money transactions.

For information on current fraud threats that you can share with your employees and clients, and ideas for how you can respond if you suspect fraud, see our [Cybersecurity Training: Safeguarding Our Firm and Client Assets](#) employee training deck and the [Fraud updates & resources](#) page at our Cybersecurity Resource Center.

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