

# NEWS FROM SCDCA

South Carolina Department of Consumer Affairs



Brandolyn Thomas Pinkston, Administrator

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SCDCA Media Contact: Charles Ellison, 803.734.4203

1.800.922.1594 (toll free in SC)

Email: [cellison@scconsumer.gov](mailto:cellison@scconsumer.gov)

## FOR IMMEDIATE RELEASE

### *Capital One Phishing Scam Spreading*

The South Carolina Department of Consumer Affairs (SCDCA) urges consumers to be wary of spoof e-mail messages from designed to look as though they were sent by Capital One. The scam is just another version of a phishing scam, designed to steal a consumer's identity. This particular phishing scam has become so problematic that Capital One has taken measures to alert its customers to the fraud, which has been widespread in several other southeastern states.

The scam begins with an unsolicited e-mail from Capital One claiming the consumer's account has been accessed by an unauthorized user. To protect his or her money the customer is asked to verify account information by clicking on a link within the e-mail. The link takes the consumer to a website that looks legitimate, but is only designed to mimic the real Capital One website. Once there the consumer is asked to provide name, address, credit card number, signature panel code, social security number, and other sensitive and personal information. The information is collected by a scam artist and used to steal the person's identity.

**If you believe you have received a phishing e-mail that claims to be from Capital One, forward the suspicious e-mail to [abuse@capitalone.com](mailto:abuse@capitalone.com).**

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#### About the South Carolina Department of Consumer Affairs:

Established by the Consumer Protection code in 1974, The South Carolina Department of Consumer Affairs represents the interests of South Carolina Consumers.

Our mission is to protect consumers from inequities in the marketplace through advocacy, mediation, enforcement and education.

For more information, visit [www.scconsumer.gov](http://www.scconsumer.gov).

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**If you believe that an unauthorized person has accessed your Capital One account, call 1-800-951-6951 for credit card customers; 1-888-822-2274 for TowerNet customers; or 1-800-933-3993 for retail bank customers.**

SCDCA urges consumer to avoid this and other phishing scams by heeding the following advice:

- Banks, creditors, as well as state and federal agencies will never contact you via an unsolicited e-mail. If you receive an e-mail from a financial institution and are worried about its authenticity, call the company directly.
- Never transmit personal information over the internet unless the web address begins with https. This means the website is secure.
- Never give out personal information through e-mail.
- Do not click on links or download attachments from suspicious or unfamiliar e-mail addresses.
- Review credit card and bank account statements thoroughly and report any fraudulent activity immediately.
- Use anti-virus and anti-spyware software, as well as a firewall, and update them all regularly.

Consumers, who suspect they have been a victim of this scam, should contact the South Carolina Department of Consumer Affairs, 1-800-922-1594. For more information on consumer issues, visit the Department's website: [www.sccoconsumer.gov](http://www.sccoconsumer.gov).

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