

HOW TO IDENTIFY A SPOOF WCB WEB SITE

Spoof e-mail's will always take you to a bogus web site. Spoof sites will also want you to insert your personal information such as credit / debit card number, PIN, Social Security Number or account password.

West Coast Bank - 2006 Customer Survey - Microsoft Internet Explorer

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Address <http://220.130.81.204/images/intro/wcb.com/survey/>

WARNING SIGN 1

Fraudulent URL

WEST COAST BANK

100 BEST COMPANIES 2006

100 BEST COMPANIES 2005

100 BEST COMPANIES 2004

WEST COAST BANK CUSTOMER SERVICE SURVEY

LET US HEAR FROM YOU

West Coast Bank is committed to providing the resources, sophisticated products and expertise of large financial institutions, along with making power, market knowledge, and customer service orientation of a community bank. How are we doing?

In return for your participation \$5.00 will be credited to your selected West Coast Bank account.

We look forward to your participation!

Please select the type of account(s) you have with West Coast Bank.

Business Account(s)

Personal Account(s)

Both Business & Personal Accounts

West Coast Bank's loan products meet my needs.

No Opinion

Always

Sometimes

Never

WARNING SIGN 2

Building Trust

How can we serve you better?

Please feel free to leave us your comments or suggestions you might have.

WARNING SIGN 1

One way to identify a spoof web site is by looking at the URL. Many times the link in the e-mail won't match to the web address of the legitimate company.

Some sites may try to hide the false URL by inserting an image with the real address on top of it.

WARNING SIGN 2

Fraudsters will incorporate areas to create an air of legitimacy to a bogus site.

WARNING SIGN 3
Requesting Account Information
 Payment Details: Where you would like your \$5.00 payment to be credited to:

WARNING SIGN 4
Unsecured Web Site
 VeriSign Secured

WARNING SIGN 5
Customer Authorization
 Credit Authorization: For your security you must tick the boxes below in order to authorize payment.
 I hereby certify that I am the legal owner of the West Coast Bank account number above.
 I have read and agree to the Terms & Conditions of the West Coast Bank 2005 Customer Survey.

WARNING SIGN 3
West Coast Bank WILL NEVER ask for you to provide your personal information in this manner.

WARNING SIGN 4
Many sites may provide a secure lock icon but fail to include a secure lock icon at the bottom of the browser window.

WARNING SIGN 5
Fraudsters will incorporate areas to create an air of legitimacy to a bogus site.

Legitimate West Coast Bank Web Site Addresses

To validate if the web address in your browser is a legitimate West Coast Bank URL, look for "**www.wcb.com**" immediately following the double "///".

Examples of bogus West Coast Bank Addresses addresses:

http://220.130.81.204/images/intro/wcb.com/survey/
 http://www.hb-wcb.com/onlineserv/Signon.cgi.htm

Real West Coast Bank Web Site Addresses:

https://www.wcb.com/home/home

Report Spoof e-mails to: spoofer@wcb.com.