

Fraud Prevention Tips



When you bank with BancorpSouth, we're right where you are. You trust us to protect your personal and financial information – and we take that responsibility seriously. However you choose to access your accounts, we're committed to keeping your sensitive information safe and secure. Below you'll find a list of ways you can help us protect your account.

Verify and update your contact information with BancorpSouth regularly to ensure we have the correct information on file.

Review your account transactions frequently (at least monthly), and let us know if you find any unauthorized transactions immediately by calling (888) 797-7711.

Store sensitive information (checks, social security numbers, bills, etc.) under lock and key. When at work, keep your personal belongings locked in a secure place.

Do not provide account or other personal information through text, emails or phone calls you do not initiate, and do not open emails from anyone you don't know.

Review your credit report at least annually – you can obtain a free credit report each year at www.annualcreditreport.com.

Deposit outgoing mail in secure post office collection boxes or at your local post office rather than in your mailbox where anyone walking by can access that information. If you go on vacation, put a hold on your mail delivery through the U.S. Postal Service.

Always tear, cut or shred any personal information (e.g., financial statements, expired credit cards, pre-approved credit offers, physician statements, insurance forms, receipts, etc.) prior to throwing it in the trash.

Carry a limited number of credit cards with you and never keep your passport, birth certificate or social security card in your wallet (unless you are required to do so).

Set up account alerts using online or mobile banking to let you know when your account balance falls below a certain limit or when a transaction clears your account. You can also set up alerts on your BancorpSouth debit and credit cards to let you know when there is suspicious activity on your account.

Do not write PINs on cards or store PINs, passwords or checks in obvious or logical places, and be careful with the information you share on social media sites.

Keep all software and firewalls used on your computer or mobile device updated (anti-virus, anti-spyware, anti-malware, browser, operating system, security updates, etc.).

Create passwords using uncommon information or references, change them often, never use them in multiple places, and avoid saving them on your browser. Take advantage of security options to secure your mobile devices (e.g., PINs, fingerprint, facial recognition, etc.).

Do not use public computers or public Wi-Fi to make financial transactions.

Only use the official BancorpSouth mobile app to conduct your banking - BancorpSouth.com/MyBXS

To learn more ways to protect yourself from fraud, visit our website at BancorpSouth.com/FraudPrevention

If you discover unauthorized transactions on your BancorpSouth account(s), or if you receive a text or email claiming to be BancorpSouth asking for you to update your account information, DO NOT respond to that text or email. Instead, contact us immediately at (888) 797-7711.