

## Partnership Against Fraud Staying Vigilant Together



August 15, 2025

Dear Valued Customer,

At ECAB, the security of your business and financial assets remains our highest priority. In today's evolving digital landscape with the recent increase in fraudulent activity across the region, including cheque-related fraud, we believe that through vigilance and partnership, we can work together to significantly reduce the risk of your business being affected.

Fraudsters continue to adopt more sophisticated methods to exploit individuals and organizations. As such, we strongly encourage you to:

**Monitor your accounts frequently:** Regularly review statements and transaction history to quickly identify unusual or unauthorized activity.

**Review and strengthen your internal anti-fraud controls:** Ensure that your cheque handling, payment authorization, and account access processes are secure and up-to-date.

**Notify us immediately of any suspicious activity:** If you detect a transaction that seems unusual, please contact your Relationship Manager or our Customer Support & Digital Banking Team without delay at (268) 480-6186 or [info@ecabank.com](mailto:info@ecabank.com). Our team is available daily from 8a.m. to 10p.m. to assist you.

While the current climate requires increased attentiveness, partnering together through strong internal controls and prompt communication will help reduce exposure to potential threats. To protect your interest, bank personnel may call you from time to time to verify the authenticity of your transactions.

We value your relationship and reaffirm our commitment to safeguarding the integrity of your accounts.

**MANAGEMENT**

