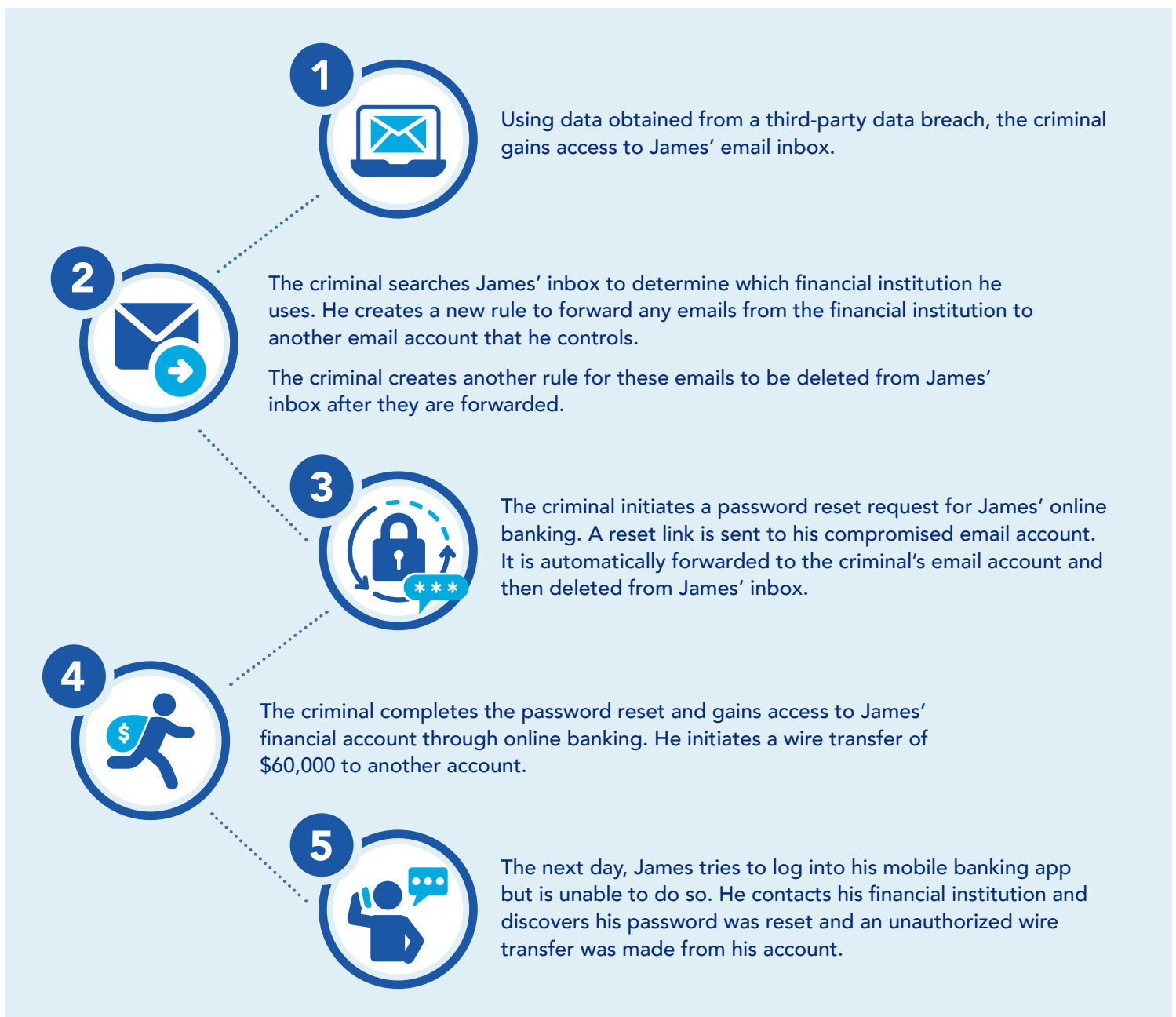


ACCOUNT TAKEOVER FRAUD SCENARIO: PERSONAL EMAIL COMPROMISE

Scenario Overview

James' personal email account details were compromised in a third-party data breach, which allowed a criminal to access James' email account. Using the account recovery process for James' financial institution, the criminal requests a password reset and intercepts the email sent to James.

Let's take a more detailed look at what happened in this scenario:



The account takeover fraud mitigation toolkit was developed by the Federal Reserve to help educate the industry about scams and outline potential ways to help detect and mitigate this fraud type. Insights for this toolkit were provided through interviews with industry experts, publicly available research, and team member expertise. This toolkit is not intended to result in any regulatory or reporting requirements, imply any liabilities for fraud loss, or confer any legal status, legal definitions, or legal rights or responsibilities. While use of this toolkit throughout the industry is encouraged, utilization of the toolkit is voluntary at the discretion of each individual entity. Absent written consent, this toolkit may not be used in a manner that suggests the Federal Reserve endorses a third-party product or service.