



Learn how to recognize fraud — and what to do

If you have reason to believe you're a victim of fraud, don't wait. Contact Santander Bank immediately if you:

- See transactions on your Santander account that you don't recognize, such as unexpected payments, withdrawals, or transfers
- Receive alerts for account changes you didn't request, including updates to your contact information or new, unexpected links to external accounts
- Know that you shared confidential information with potentially suspicious parties, including your:
 - Santander account information or personal details
 - Santander sign-in details (your User ID or password)
 - Santander credit card details
 - Santander PIN information
 - One-time passcode (OTP) sent to you by Santander Bank

What to do:

- **Call us immediately at 1-877-906-7500**
- If the issue involves your Santander credit or debit card, call the number on the back of your card

How our agents will help:

- If you've shared your sign-in information, they'll help you change your Santander Online Banking password
- They'll also work with you to review all recent activity on your account, and note any unauthorized charges or transfers
- Finally, they'll help you activate security alerts for your Santander accounts (you can also [find step-by-step instructions here](#))