

DOE has received several reports of bank related phishing targeting Bank of America customers. Phishing is a type of “*social engineering threat*” frequently involved in unauthorized attempts to gain information or computer access.

Bank of America (VISA) is our official Government travel card vendor and they have been made aware of the issue. It is the policy of Bank of America not to solicit information via email.

If an employee has received and responded to the fraudulent email, the employee should contact Bank of America using the phone number provided on the back of the credit card (1-800-472-1424) to cancel and reinstate the employee’s account.

***If you have any questions, please send***

***an email to [csc.helpdesk@hq.doe.gov](mailto:csc.helpdesk@hq.doe.gov)***

***- or -***

***Call the CSC Helpdesk at 301-903-2500***