PFB BUSINESS FIRST ONLINE

3rd Quarter

Planters First Bank
Electronic Banking Branch Support Team

Cordele-Casey Tyson
Fitzgerald-Cindy Burch
Hawkinsville/Pineview-Melanie Bush
Macon-Sheila Lanier
Ocilla-Amy Douglas
Operations-Ashley Greene
Perry-Terri Cumbus
Warner Robins-Kristina Gibbs

Treasury Management-Tracy NeSmith

These team members will be able to help support the Commercial Customers with products issues.

- Password Resets
- Help with Electronic Statements
- Bill Pay

Digital Tokens

Customers that use our Treasury products:

- Commercial Remote Deposit,
- ACH Direct Deposit/Payments
- Online Wires Transfers

Will be set up with an easier and more secure way to access their Treasury Products. Our Treasury Specialist Tracy NeSmith will be contacting you sometime before year end to set up a time for installation. After the install, you will access everything with one set of credentials.

ACH FILE PICKUP

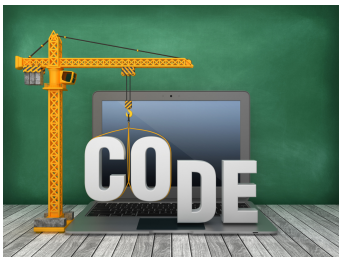
8:00 AM
12:00 PM
4:30 PM

Upcoming Holiday Information

For holiday ACH file submittal, please remember if the holiday affects the effective date of your file, please send one business early. Also, on the days that the bank closes at 12 pm please submit your file by 11:30 am.

Monday, November 11th Veterans Day-Closed
Thursday, November 28th Thanksgiving-Closed
Friday, November 29th Thanksgiving-close at 12 pm
Tuesday, December 24th Christmas Eve-close at 12 pm
Wednesday, December 25th-Closed

Preparing for the New Rule Change on Unauthorized Return Reason Codes: Effective April 1, 2020



Return reason codes provide ACH Originators with reasons for a credit or debit not being posted. As returns represent an exception and possible liability, it is important to ensure procedures are in place to review and resolve any returns received in a timely manner. The National ACH Association has approved a rule change regarding clarification of unauthorized return types to more clearly instruct the ACH Originator of the reason for the reject at the Receiver's institution.

The rule re-purposes an existing, little-used return reason code (R11) that will be used when a receiving customer claims that there was an error with an otherwise authorized payment.

Currently, return reason code R10 – *Customer Advisors Unauthorized Improper, Ineligible, or Part of an Incomplete Transaction* is used a catch-all for various types of underlying unauthorized return reasons, including some for which a valid authorization exists, such as a debit on the wrong date or for the wrong amount. In these types of cases, a return of the debit still should be made, but the Originator and its customer (the Receiver) might both benefit from a correction of the error rather than the termination of the origination authorization. The use of a specific return reason code (R11) enables a return that conveys this new meaning of "error" rather than "no authorization." This differentiation will give ODFIs and their Originators clearer and better information when a customer claims that an error occurred with an authorized payment, as opposed to when a customer claims there was no authorization for a payment. ACH Originators will be able to react differently to claims of errors, and potentially could avoid taking more significant action with respect to such claims.

Return Reason Code R10 will be defined as "Customer Advises Originator is Not Known to Receiver and/or Originator is Not Authorized by Receiver to Debit Receiver's Account" and used for:

- Receiver does not know the identity of the Originator
- Receiver has no relationship with the Originator
- Receiver has not authorized the Originator to debit the account
- For ARC and BOC entries, the signature on the source document is not authentic or authorized
- For POP entries, the signature on the written authorization is not authentic or authorized

Return Reason Code R11 will be defined as "Customer Advises Entry Not in Accordance with the Terms of the Authorization." It will be used by the RDFI to return an entry for which the Originator and Receiver have a relationship, and an authorization to debit exists, but there is an error or defect in the payment such that the entry does not conform to the terms of the authorization.

This includes:

- The debit Entry is for an incorrect amount
- The debit Entry was debited earlier than authorized
- The debit Entry is part of an Incomplete Transaction
- The debit Entry was improperly reinitiated
- For ARC, BOC, or POP entries: The source document was ineligible, notice was not provided to the Receiver, and the amount of the entry was not accurately obtained from the source document

Business E-mail Compromise (BEC) is Still Hooking many Small-to-Medium Size Businesses: Be Aware!

At its heart, BEC relies on the oldest trick in the fraudsters handbook, which is confidence tricking and deception. The level of sophistication in this global fraud is unprecedented, according to law enforcement officials, and professional businesspeople continue to fall victim to the scheme. Carried out by criminal organizations that employ lawyers, linguists, hackers, and social engineers, BEC takes a variety of forms. But in just about every case, the scammers target employees with access to company finances and trick them into making wire transfers to bank accounts thought to belong to trusted partners—except the money ends up in accounts controlled by the criminals. Here are some of the online tools they use to target and exploit their victims:

- **Spoofing e-mail accounts and websites:** Slight variations on legitimate addresses (john.kelly@abccompany.com vs. john.kelley@abccompany.com) fool victims into thinking fake accounts are authentic. The victim thinks he is corresponding with his CEO, but that is not the case.

- **Spear-phishing:** Bogus e-mails believed to be from a trusted sender convince victims to reveal confidential information to the BEC perpetrators.
- **Malware:** Used to infiltrate company networks and gain access to legitimate e-mail threads about billing and invoices. That information is used to make sure the suspicions of an accountant or financial officer aren't raised when a fraudulent wire transfer is requested. Malware also allows criminals undetected access to a victim's data, including passwords and financial account information.

Please contact us should you have any questions regarding the upcoming ACH rule changes or adding fraud controls to further protect your account.

"The best way to avoid being exploited is to verify the authenticity of requests to send money by walking into the CEO's office or speaking to him or her directly on the phone. Don't rely on e-mail alone."

Should you have any suspicions that your account has been compromised or you are being targeted, please contact us immediately.

Extended Effective Date for WEB Debit Account Validation from January 1, 2020 to March 19, 2021

A WEB debit is defined as a (1) debit entry to a consumer account originated based on an authorization that is communicated, other than by an oral communication, from the Receiver to the Originator via the Internet or (2) a Wireless Network or any form of authorization if the Receiver's instruction for the initiation of the individual debit Entry is designed by the Originator to be communicated, other than by an oral communication, to the Originator via a Wireless Network. ACH Originators that initiate these types of entries today through the ACH network or who are planning to initiate WEB entries should understand the new Rules that will take place beginning March 19, 2021.

Currently, ACH Originators of WEB debit entries are required to use a "commercially reasonable fraudulent transaction detection system" to screen WEB debits for fraud. This existing screening requirement will make this Rule clearer and require that "account validation" is part of a "commercially reasonable fraudulent transaction detection system." The supplemental requirement applies to the **first use of an account number, or changes to the account number.**

This change may mean you will need to consider making changes to your current fraud detection systems or the implementation of a system that performs this function, which could increase the cost of originating WEB debits. Feel free to contact us if you have any questions regarding the upcoming change to WEB debits.