



How to avoid fraud when making payments online

What is fraud?

Fraud involves deceptive practices designed to unlawfully obtain money or assets, often through the internet. At CIBC we take fraud very seriously, implementing multiple measures including automated Anti-Money Laundering and Sanctions screening at different steps in the payment process. As a payer, it is essential to remain cautious of fraud to safeguard yourself when making payments online.

How to avoid fraud



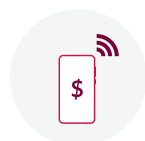
1) Verify the payment instructions before sending the payment

- Always confirm the payment instructions provided by your institution. Double-check with the institution to ensure the details are accurate.
- Be cautious of unsolicited emails, texts, or phone calls claiming to provide updated payment instructions. Fraudsters may impersonate your institution to mislead you.



2) Beware of tuition-related scams

- Be wary of offers to pay your tuition on your behalf in exchange for a fee or discount. These are often scams designed to steal your money or personal information.
- Avoid sharing your payment details with third parties or unauthorized agents who claim to assist with tuition payments. Always make payments directly through the official CIBC Student Pay portal linked from your institution's website.



3) Be alert to errors or suspicious payment issues

- Fraudsters may impersonate your institution and claim there was an error in your payment, such as incorrect amounts or processing issues, to trick you into sharing your personal and card details.
- If you are contacted about a payment issue, always verify the claim directly with your institution or CIBC using official contact information.



4) Ensure you are on the Official CIBC Student Pay Portal

- Access the CIBC Student Pay portal only through the official link provided on your institution's website. Do not rely on links sent via email, text, or social media, as they may lead to phishing websites.
- Verify that the URL of the Student Pay portal begins with <https://> and displays a lock icon in the browser address bar, indicating a secure connection.



5) Confirm payment details and verify the confirmation

- Before completing your payment, ensure the payment amount displayed on the CIBC Student Pay portal matches the amount provided by your school. If the amount or currency differs, stop and contact your institution or CIBC.
- After completing your payment, check that the confirmation email or receipt includes the correct payment amount, exchange rate, transaction reference number, and recipient details. If anything looks incorrect or suspicious, contact your institution or CIBC immediately.