



February 26, 2020

Email Subject: Phishing Emails / Requests to Send Payments to New Aetna Bank Account

We have been informed that a number of Aetna customers have received phishing emails from scammers pretending to be Aetna employees asking them to send payments to Aetna using a “different” Aetna bank account number.

Aetna takes information security very seriously and we ask that you be vigilant in checking your emails from us in order to prevent fraud and to help protect our common interests.

Here are some important points to remember:

- Confirm the sender’s identity before replying to email requests and before opening any attachments, or clicking links even if they appear to come from a legitimate source (i.e. an employee of Aetna).
- Consult your Information Technology department about any phishing attempts
- Call the Aetna credit department to validate any email communication from Aetna that is asking you to send payments to a new or different Aetna bank account number
- Aetna will **NEVER** instruct you to change a payment method OR change our Aetna bank information without receiving a phone call from the credit department
- Listed below is an example of a fraudulent email request (Note the incorrect spelling of Aetna Plywood using zeros rather than letter “o” in the email address). This is an example of the way a scammer can manipulate the Aetna domain name of aetnaplywood.com

EXAMPLE EMAIL

From: Hugo Maya<hugomaya@aetnaplyw00d.com
Sent: Thursday January 23, 2020 6:28 a.m.
To: ABC Customer
CC: Dave Tilly<davetilly@aetnaplyw00d.com
Subject: RE Bank Change

Can you help cancel check and remit funds to ACH transfer instead of sending check?

If you have any questions or concerns with regards to the contents of this communication or what to do if you would receive a suspicious email from Aetna Plywood please feel free to reach out to our Credit Manager, Gloria Moran at 708-343-1515 ext. 245

Scott Halden
CFO

Aetna Plywood, Inc.

1401 St Charles Road
Maywood, IL 60153
708-343-1515
www.aetnaplywood.com