



What Is Phishing?

The term “phishing” refers to email messages that are sent as bait in an attempt to fool the recipient into providing personal or private information. Usually the information requested would be sufficient to obtain access to the person’s financial accounts or to open new accounts under fraudulent pretenses.

The messages are cleverly disguised to look as though they originated from the official source. They may ask you to “verify your account information,” “update your account profile,” or some other tactic to get you to enter confidential information. The message may imply that it is important to do this quickly. It may cite suspicious account activity or that the account will be closed if the information is not updated soon. Some of these messages may even use graphics pulled from the authentic source’s website. However, when you enter information or click on the button to go to the site, you are taken to an alternate location. Any information you enter may be used for illegitimate purposes such as monetary withdrawals, fraudulent purchases or further identity theft. The senders of these types of messages are clever and constantly look for new ways to make the messages look genuine and official.

Lincoln Automotive Financial Services will never send you an email requesting personal identifiable information such as account number, social security number, driver’s license number, etc.

What should I do if I receive a suspicious Lincoln Automotive Financial Services email?

If you receive such a message, do not enter any information or click on any buttons or links displayed.

- Save the email as a Word document on your computer.
- Send the Word document as an attachment to abuse@ford.com. Please ensure the subject line indicates “phishing.”
- Tell us how you would like to be contacted after the investigation has been completed. Please provide at least a first name and phone number in the email, or we will respond to your email address with the results of the investigation.
- Do not delete the suspicious email until the investigation is complete.
- If additional information is required to complete the investigation, Lincoln Security will contact you by phone/email.

We will respond to you within two business days with the results of the investigation.

Please note: Lincoln Automotive Financial Services will issue emails to customers who have enrolled their account(s) in Account Manager. These email notifications provide you information about your online account (e.g. statement available, payment posted, change of address, etc.). You will always be directed to log in to the secure Account Manager website to view personal information or process any transactions.

If you have any questions, please do not hesitate to [Contact Us](#).

Sincerely,

Lincoln Automotive Financial Services