



# South Shore Bank

## Noteworthy News

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# South Shore Bank

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## Welcome to South Shore Bank

### Craig Gardner, Chief Technology Officer

South Shore Bank proudly announces Craig Gardner's acceptance as Chief Technology Officer! Craig brings 25 years of high-level expertise and leadership in Information Technology. Craig was born and raised on the South Shore. He grew up in Braintree and currently resides in Easton, MA.

Craig's experience includes senior-level technology management, systems architecture, information security, systems engineering, data center management, technology operations, and project management.

After 12 years with Eastern Bank, most recently as the SVP, Director of System Engineering, Craig brings to South Shore Bank, his ability to translate business needs into well-architected technology solutions. We are thrilled to welcome him to the South Shore Bank team!

Pam O'Leary, South Shore Bank's COO, noted "We're very excited to have Craig on board. Talented people, processes, and technology are such critical components to any organization today. His depth of experience, knowledge, and management capabilities will complement our growing management team".

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### New Year, New You... Same W-2 Tax Scams

Tax season is in full swing, which means criminals will go to great lengths to separate you from your money, your identity, or anything of value that is within their reach. They may offer seemingly legitimate "tax services" that are actually designed to steal your identity and your tax refund. Often times, criminals will lure you in with an offer of larger write-offs or refunds. Such scams might include fake websites and tax forms that look like they belong to the Internal Revenue Service (IRS) in order to trick you into providing your personal information.

Due to the rise in data breaches, you should always take steps to minimize your risk of identity theft and other online-related crimes; this is especially important this time of the year. Below are some warning signs to look for and basic precautions you can take to minimize risk and avoid becoming the next victim!

#### Warning Signs of an Online Tax Scam

- An email or link requesting personal and/or financial information, such as your name, social security number, bank or credit card account numbers, or any additional security-related information.
- Emails containing various forms of threats or consequences if no response is received, such as additional taxes or blocking access to your funds.
- Emails from the IRS or federal agencies. The IRS will not contact you via email.
- Emails containing exciting offers, tax refunds, incorrect spelling, grammar, or odd phrasing throughout.
- Emails discussing "changes to tax laws." These email scams typically include a downloadable document (usually in PDF format) that purports to explain the new tax laws. However, unbeknownst to many, these downloads are almost always populated with malware that, once downloaded, will infect your computer.

#### How to Avoid Being the Victim

**Never Send Sensitive Information in an Email:** Information sent through email can be intercepted by criminals. Make sure to consistently check your financial account statements and your credit report for any signs of unauthorized activity.

**Secure Your Computer:** Ensure your computer has the latest security updates installed. Check that your anti-virus and anti-spyware software are running properly and receiving automatic updates from the vendor. If you haven't already done so, install and enable a firewall.

**Carefully Select the Sites You Visit:** Safely searching for tax forms, advice on deductibles, tax preparers, and other similar topics requires great caution. NEVER visit a site by clicking on a link sent in an email, found on someone's blog, or in an advertisement. The websites you land on might look like legitimate sites, but can also be very well-crafted fakes.

**Be Wise with Wi-Fi:** Wi-Fi hotspots are intended to provide convenient access to the internet, however, this convenience can come at a cost. Public Wi-Fi is not secure and is susceptible to eavesdropping by hackers, therefore, never use public Wi-Fi to file your taxes!

**Look for Clear Signs:** Common scams will tout tax rebates, offer great deals on tax preparation, or offer a free tax calculator tool. If you did not solicit the information, it's likely a scam.

**Be on the Watch for Fake IRS Scams:** The IRS will not contact you via email, text messaging, or your social network, nor does it advertise on websites. Additionally, if an email appears to be from your employer or bank claiming there is an issue that requires you to verify personal information, this is most likely a scam as well. Don't respond to these types of emails; always contact the entity directly.

**Always Utilize Strong Passwords:** Cybercriminals have developed programs that automate the ability to guess your passwords. To best protect yourself, make your passwords difficult to guess. Passwords should have a minimum of nine characters and include uppercase and lowercase letters, numbers, and symbols.

If you receive a tax-related phishing or suspicious email at work, report it according to your organization's cybersecurity policy. If you receive a similar email on your personal account, the IRS encourages you to forward the original suspicious email (with headers or as an attachment) to its phishing@irs.gov email account, or to call the IRS at 800-908-4490. More information about tax scams is available on the IRS website.



The information provided in the MS-ISAC Monthly Security Tips Newsletter is intended to increase the security awareness of an organization's end users and to help them behave in a more secure manner within their work environment. While some of the tips may relate to maintaining a home computer, the increased awareness is intended to help improve the organization's overall cyber security posture. This is especially critical if employees access their work network from their home computer. Organizations have permission and are encouraged to brand and redistribute this newsletter in whole for educational, non-commercial purposes.

Disclaimer: These links are provided because they have information that may be useful. The Center for Internet Security (CIS) does not warrant the accuracy of any information contained in the links and neither endorses nor intends to promote the advertising of the resources listed herein. The opinions and statements



### Our Clients are Talking

#### Rockland Ice

The Cashman family's inspiration for opening an ice-skating rink was a very special moment in Boston history: Bobby Orr's famous goal at the Boston Garden on May 10, 1970. Bridget Cashman, who started the Rockland Ice Rink along with her husband, Barry, was at the game. "It was over 80 degrees outside and it was Mother's Day," she recalls. "I knew that moment would go down in history. After that shot, my husband said we should open a rink."

Rockland Ice Rink opened in 1972 and provides hockey, figure skating, recreation and more for South Shore kids and adults. Still a family business, Bridget's son, John, is the General Manager and her grandson, Jack, is the Assistant Manager. "It's hard work, but so rewarding," Jack says of running a rink that offers such a wide variety of programs and amenities.

It is the home of Winterland Skating School, which offers a Learn to Skate program for all ages, as well as a Learn to Play Hockey program. Winterland Skating School's figure skaters have won the District 1 Championships for two years in a row. Rockland Ice Rink also operates the South Shore Eagles Hockey League that teaches skills and teamwork, and the Bay State Breakers, a comprehensive hockey organization composed of teams competing in the USPHL, Eastern Hockey Federation, The EHF Selects and the New England Girls Hockey League. Additionally, the rink offers free open skating.

With so many services and accounts to keep track of, Rockland Ice Rink relies on South Shore Bank for their banking. They opened accounts at the Norwell branch with AVP, Retail Officer, Michael Tinkham, who took the time to understand exactly what they needed. "Mike made setting up business accounts easy," says Jack. "Paying the bills is easy as well. The bank's platform is clean and simple to use. Having such a smooth process saves us time."

"The statements are easy to read," Bridget says. "With other banks, the accounting system was confusing. South Shore Bank's statements are clear and understandable." She also is thrilled that she doesn't have to go to the bank to deposit checks. South Shore Bank's Mobile Bank App allows clients to deposit checks on their smartphone anytime, anywhere.

"The service is excellent," says Bridget. "We enjoy talking to Jane Wing and the whole staff. They take the time to get to know you personally." Jane Wing, Vice President, Cash Management, strives to help clients succeed by offering innovative technology solutions and exemplary client care. "It's nice to speak with the employees and get to know people", says Jack. "We feel fortunate to have Mike, Jane and the whole bank staff helping us with our business. We value personal relationships, and so does South Shore Bank."

The feeling is mutual; Mike Tinkham holds the Cashmans in very high regard: "As their personal banker, I have known the Cashman family for a number of years and can honestly say it is a pleasure to serve such an exceptionally run and distinguished local business. The Rockland Ice Rink is a staple on the South Shore and is well-known for its dedication to our young, aspiring athletes. We at South Shore Bank are proud to have Bridget, John and Jack Cashman, and Rockland Ice Rink as a part of our Bank family."







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Noteworthy News

## January Work Anniversaries

### Congratulations!

- Cynthia Bovaird 42 yrs
- Lisa Gianibas Harrigan 32 yrs
- Michael Healy 20 yrs
- Lynn Shenett-Beaucaire 13 yrs
- William Singler 12 yrs
- William Abbott 9 yrs
- Michael Kenney 8 yrs
- Jules Cardin 7 yrs
- Vincent Tirabassi 7 yrs
- James Dunphy 6 yrs
- Barbara Robbins 6 yrs
- Jacqueline Maffeo 6 yrs
- Edmond Chan 4 yrs
- Lihua Mei 4 yrs
- Luisa German 3 yrs
- Paul Mollica 2 yrs
- Diala Mohammad 1 yr

Their commitment and dedication is truly appreciated here at South Shore Bank!

## Pros and Cons of Automatic Payments

### Use this powerful financial tool with care

Do automatic payments make sense for your finances? Setting up regular withdrawals for your bills and subscriptions can make life significantly more convenient, but it can also come with some downsides. Keep these pros and cons in mind as you consider whether to integrate automatic payments into your everyday life.

#### Types of automatic payments

Typically, automatic payments are made using one of two methods. With the first method, you can authorize your financial institution to automatically withdraw money from your account and send it as a payment each month. With the second method, you give the company you're paying permission to withdraw money directly from your account. Paying through your financial institution gives you more control, but it's typically less flexible. Allowing direct withdrawals may make more sense for you if a bill's amount or due date varies each month, but you'll also have to give up some control.

#### Pros of automatic payments

**Timeliness:** Automatic payments come with quite a few benefits — the biggest of which is peace of mind about paying your bills on time. Instead of having to remember to mail a payment or log onto an account each month, you can relax and let your bank or biller take care of things. You also won't have to worry about late fees. According to NerdWallet writer Melissa Lambarena, automatic payments can even help you build a history of on-time payments and boost your credit score.

**Sustainability:** If living an eco-friendly lifestyle is a priority for you, setting up automatic payments can help. Writing for Money Crashers, financial writer David Quilty points out that you'll use less paper since you'll be writing fewer checks, buying fewer stamps and switching to paperless billing. You'll also contribute to reduced emissions by sending and receiving less mail.

**Security:** Even though some people fear that automatic online payments aren't safe, reputable financial institutions protect you — and themselves — with sturdy security measures. Quilty notes that you run a greater risk of identity theft when you use an unsecured mailbox to send a paper bill payment that includes sensitive financial information like your checking account or credit card number.

#### Cons of automatic payments

**Overdraft risk:** Automatic payments do have some drawbacks. If you're not carefully tracking how much you spend each month and making sure you have enough money in your account to cover your automatic payments, you could forget about a large upcoming payment and end up incurring costly overdraft fees.

**Undetected errors:** With automatic bill payments, it's all too easy to get complacent about the money that's leaving your account. Lambarena warns that your biller could withdraw the wrong amount or double-charge you. It could even fail to withdraw the money at all. Sometimes, companies continue to withdraw money even after you've canceled services. If you're not checking your account regularly, you might overlook an expensive mistake — and one that could be difficult and time-consuming to correct.

**Unnecessary spending:** It's convenient to set up automatic payments for streaming services, gym memberships, meal delivery kits and other optional expenditures. But what if you stop using these services or aren't getting your money's worth? Wise Bread advises awareness here: If you lose track of what you're paying for each month, you could end up draining funds from your account for no good reason.

Automatic payments come with some powerful advantages, but they're not free of risk. If you decide to give them a key role in your finances, make sure you continue to check your balances and expenditures regularly, and consider setting up a series of alerts and reminders to keep yourself informed about the money that's leaving your account.



