



October 13, 2023

We are aware of an email phishing campaign impersonating other Federal Home Loan Banks. The Bank will never request confidential information, such as PINs, wire numbers and account information, unless the transaction was initiated by a member.

Below are common red flags of phishing in emails, calls and texts:

- They ask you to open a link
- They use urgent or fear-inducing language
- They send an attachment
- They request confidential or sensitive information such as PINs, passwords or account information
- They pressure you to log into or send money via a payment app

If you receive an unsolicited suspicious call or email, please don't share any information. Please contact Member Services at 1-800-544-3452 x2200 to verify an email came from us, or if you have any questions.

If you have any further questions or would like more information, please contact the IT Service Desk.

Toll Free: 800.544.3452, ext. 2555

Email: [servicedesk@fhlbdm.com](mailto:servicedesk@fhlbdm.com)

Sincerely,

A handwritten signature in blue ink that reads "Kevin Larkin".

Kevin Larkin  
Chief Information Officer  
Federal Home Loan Bank of Des Moines