

Automated Phone Call Scam Resurfaces

A recent notification from credit unions indicated members and nonmembers are being targeted with the automated phone call scam. Victims receive automated calls (robo-calls), which play recorded messages claiming to be from a credit union (or bank), requesting verification of financial information (e.g., account number, card number, or PIN).

➤ Risk Mitigation Tips

- ❖ Members should NEVER respond to any telephone call requesting personal or financial information.
- ❖ Consider alert notifications to members on your phone system, web site, newsletters or statement stuffers.
- ❖ Educate members to take caution when visiting social network sites and sharing personal information.
- ❖ Instruct members receiving this type of call to report it to the following:
 - Credit union; 815-434-8475
 - Federal Trade Commission (1-877-382-4357);
 - State attorney general;
 - Local law enforcement; and
 - Phone carrier – landline or cell phone provider.
- ❖ If a member responds to such a call by providing account or card information, close or block the accounts to prevent fraudulent transactions.
- ❖ Members who provide the requested information during the call should contact one of the three credit bureaus to place an “initial fraud alert” on their credit report.