

# PROVIDING FINANCIAL SOLUTIONS TO OUR MEMBERS

## DANGERS OF GIVING OUT YOUR ACCOUNT INFO

### PROTECT YOUR ACCOUNT

Account Fraud is on the rise. Protect your money by protecting your account information. NEVER give out your Account Number to someone contacting you. Get their name, phone number and company they work for. HANG UP then verify the information before calling back. Not sure if they are legitimate? We are here to help. Just give us a call. Check out the FBI's website [www.fbi.gov](http://www.fbi.gov) for more information on account fraud. You can find the information under Scams and Safety on their homepage.

Priority First is doing our part to protect our member's money. All members are required to complete an Account PIN/password form to allow account information to be given over the phone. **If you have not yet completed a form, please contact the credit union to receive one.**

### DETECTING PHONY REQUESTS & PROTECTING YOUR ACCOUNT INFORMATION

"Can I see some identification?" You've all heard it before and maybe even were a little put off by it. After all, you think, "I'm an honest person; don't I look honest?" But, that small request really is for your protection, especially when it comes to your financial business.

As a Priority First member, you can expect your account information and transactions to remain confidential. While we're proud of the fact that we know many of our members, we need to take precautions. Perhaps one of our employees doesn't recognize you, especially when you call for information over the phone--again, it's done for your protection.

So, especially if you call us, don't be surprised if we ask you to identify yourself with more than your Social Security number or mother's maiden name. We may ask for information only you as the account holder should know.

### HERE ARE A COUPLE OTHER TIPS TO PROTECT YOU AGAINST IDENTIFY THEFT WITH YOUR PRIORITY FIRST ACCOUNTS:

- ◆ We will never CALL YOU asking for your private information or account numbers.
- ◆ If you do get a call like this, call your Priority First branch immediately.
- ◆ Regarding your debit card, we would only call the cardholder to verify the transaction.
- ◆ And we would never call to confirm any of your PIN numbers. A common trick would be for someone to knowingly say a fake number only to try and get you to tell them the real PIN.

Remember, we're not trying to make things difficult for you. We're doing everything possible to prevent unscrupulous people from obtaining account information they have no right to. And you can bet our credit union personnel will report anyone they suspect is illegally trying to obtain account information. Your Priority First funds and account information are safe with us.

### WIRE TRANSFER PROTECTION

Part of the account fraud that is increasing is wire transfer fraud. There are noted cases where members' phone lines have been tampered with to obtain account information by listening to calls or placing calls making it appear the call has been placed from the members' residence. This is particularly true in the case of wire transfers.

To further protect you, the member, all phone wire transfers will require a PIN/password previously set up with the credit union. Priority First will then do a call back verification to the phone number on record. If we do not have a cell phone on record for you, please be sure to have one added to your account information. In addition, there will be a limit of \$15,000.00 for phone wires.