



Fraud Alert

Wauna Federal Credit Union is Reporting Fraudsters Impersonating CU Employees in Calls to Members

Wauna Federal Credit Union has reported members are receiving calls allegedly from the credit union's fraud department.

Here is the information that the credit union provided.

Please be on high alert and encourage every member to hang up and call you back on the credit union's direct phone number!

We have had at least three instances in the last 24 hours of fraudsters reaching out to WCU members from a phone number that appears to be our legitimate 800 number. Once connected, the fraudsters claim to be our fraud department and collect additional information that allows them to further compromise the members accounts.

After they confirm with our member the transaction (that was made up by the fraudster) was not them, they reassure the cardholder that their card will be blocked and they will be taken care of once they can confirm their information. They are asking members to confirm info such as full card number, exp dates, three digits on the back, last 4 of ss#, etc.

After getting off the phone, the fraudsters are using that information to create a plastic, reset a pin and transacting hundreds in cash withdrawals from ATM's & point-of-sale stores that so far have only been in Florida. Our members, thinking their card has been blocked, are none the wiser until it's too late.

Here is an example of one of our members activities from last night. This fraudster called 22 times, and sent a text from a full phone number. Luckily the WCU member was aware of the fraud

signs and what to look for, and waited to come talk to us this morning rather than responding to the calls or message.

Credit unions with questions or wishing to share intelligence may contact Wauna Federal Credit Union at 503.728.6120.

#CUobsessed

David Curtis CUCE

Director, Compliance Services

Northwest Credit Union Association

206.340.4785 • 800.995.9064 x151

www.nwcua.org

If your credit union needs to report fraud, please fill out [this form](#).

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Idaho Office: 2710 W Sunrise Rim Rd, Suite 100 • Boise, ID 83705

Oregon Office: 13221 SW 68th Pkwy, Suite 400 • Tigard, OR 97223

Washington Office: 18000 International Blvd, Suite 350 • SeaTac, WA 98188