



## **IMPORTANT ALERT FOR TEXT AND CALL FRAUD VERIFICATION:**

**Do not share your password or 3-digit security code by voice or text with anyone claiming to be a PNWFCU employee. We will never ask you for this information.**

- A phone call from our automated fraud verification service will only include a request for your zip code, and no other personal information, unless you confirm that a transaction is fraudulent. Only then will you be transferred to an agent who will ask questions to confirm that you are the actual cardholder before going through your transactions with you. If at any point you are uncertain about questions being asked or the call itself, hang up and call us directly. If a call is received by the cardholder, claiming to be our call center and asking to verify transactions, no information should have to be provided by the cardholder other than their zip code, and a 'yes' or 'no' to the transaction provided.
- Text alerts will never ask for personal, card, or account information. If you receive a message asking for this type of information, DO NOT respond and immediately contact us directly.
- We will NEVER ask you for your PIN or the 3-digit security code on the back of your card. Don't give them out to anyone, no matter what they say. Hang up and call us directly. Fraudsters will often ask cardholders to verify fake transactions. When the cardholder says no, they did not perform those transactions, the fraudster then says that their card will be blocked, a new card will be issued, and that they need the card's PIN to put it on the new card. Many people believe this and provide their PIN. The 3-digit CV2 code on the back of the card will allow a fraudster to conduct card-not-present transactions.
- Regularly check your account online to see if there are any suspicious transactions that have occurred, but especially if you are unsure about a call or text message you've received. If anything looks amiss, call us directly for assistance.
- Download the [CardValet](#) app to receive real-time alerts when your card is used, approved or exceeds the transaction controls set by you. Turn your card on and off with the app.
- Update or confirm your contact information with PNWFCU so that we can contact you immediately of potential fraud.
- If you have received a voice- or a text-message from us and are unsure about responding to it, call us directly for assistance.

*For more information on setting up transaction alerts or downloading CardValet, please text or call us at 503-256-5858, email us at [eservice@pnwfcu.org](mailto:eservice@pnwfcu.org), or text cardvalet to 503-256-5858 to download the app.*

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