

IMPORTANT NOTICE

TO ALL DEBIT CARDHOLDERS

If you receive a call or text message on your cell phone alerting you that your debit card has been blocked, and that you will not be able to perform transactions unless you respond by pressing 1 to reactivate your card or by calling a toll free number, do not press 1 or call the toll free number, do not input your sixteen digit card number and your PIN. DO NOT DO THIS. This is a scam to get your card numbers.

If you did receive this call and gave your card number by pressing 1 or calling back the toll free number, contact us immediately so we can protect your account. During regular business hours Monday thru Friday (9am-5pm) please call NLFCU at 1-800-856-0026. After hours please call 1-800-528-2273 to block your card.

Here is what is happening: When you get a call you may see that the call is coming from what appears to be a valid phone number. The fraudster is spoofing that number, which means they make it look like the number that is calling you is a company. Actually, they are calling from a different, unknown number.

How did they get your cell number? They are doing something called “war dialing.” The fraudster starts with a local area code and a local exchange and randomly generates the last four digits to create a phone number to call or text. Then they take the batch of phone numbers they have compiled and send out mass calls. This is called a major vishing scheme and is affecting other financial institutions both locally and nationwide. For example, people who do not even have a debit card are receiving these calls, or you may receive a call identifying a financial institution you don’t even do business with.

Note: Any call that asks you to input your PIN or card number is not a legitimate call. NLFCU will never ask you to input your card number and PIN via phone, text message or in an e mail.

Your Credit Union is constantly working to protect you and your accounts from these types of scams.



Banking with a difference.
www.northernlightsfederal.com

Across from Pizza Hut®:

1004 Memorial Drive, St. Johnsbury **800-856-0026**

Next to Walgreens®:

240 Dells Road, Littleton

800-370-6455

