pcm FRAUD NEWS

Please watch for quarterly updates published both in print and online at www.pcmcu.org.
PCMCU wants to keep you in the know about what's trending in fraud.

WATCH OUT FOR SKIMMING!

You have been seeing it all over the news – ATM Skimmers and criminals getting caught!
Prevention can start with you!

HERE ARE A FEW TIPS WE WOULD LIKE TO SHARE WITH YOU:

! **Where can skimming devices be found or used? Gas pumps, ATM's or even in restaurants where the employee takes your card to process your bill.**

! **Most pumps now have a tampering sticker on the casing where the card reader is located. If it is broken, *don't ignore it*! Alert the establishment and pay inside!**

! **Make sure there is no overlay on the card reader. Sometimes these overlays are placed on with tape or glue so they are easily removable.**

! **Make sure the ATM area is well lit. Cameras are often placed where it can capture a PIN as you punch it in, look closely for any small cameras awkwardly attached to the machine.**

So you have a chip/EMV card but you still were victim of fraud or had a compromised card. How does this happen?

Not every merchant is EMV ready and you still have to swipe your magnetic strip at some places you shop. The reality of EMV vs Fraud is that we won't see it truly minimize until all merchants are Chip/EMV enabled and the magnetic strips can be removed from the back of the cards. EMV is still in a transitional period in the United States as we are one of the last countries to adopt the EMV/Chip Card technology.

How about those free trials? Are they safe?

We see a lot of members who have tried to do the free trial ads on television and online. **Our advice would be to READ the Terms and Conditions**. By agreeing to receive their product and giving your card number to pay for shipping, you are authorizing the business to take any funds they require after your free trial is over IF you don't follow the cancellation/return policy. If they do take funds thereafter, we cannot dispute those charges as they have technically been authorized by you. Realistically, free trials are never really free. Please be extra careful when ordering and do your research!

Have you received a phone call from the IRS or Microsoft?

There is always a new phone or phishing scam going on, but this one has been ongoing for years. These people are looking for quick cash and want you to believe that the police will be coming to arrest you immediately unless you pay them. Recently one of the IRS scammers has been caught and thought to have made over $1 Million a week at the scams peak. How about the Microsoft call telling you there is something wrong with your computer and they can fix it? Don't fall for this one either. Don't click anything on your computer if it says you have a virus and make sure you're using some sort of Anti-Virus /security protection on your PC as well. **Remember do not give your card information to anyone you are not familiar with, especially if they are initiating a call to you.**

**Monitor your accounts by checking your statements and logging into Virtual Branch or your PCMCU Mobile App

pcm frequently FAQs asked questions
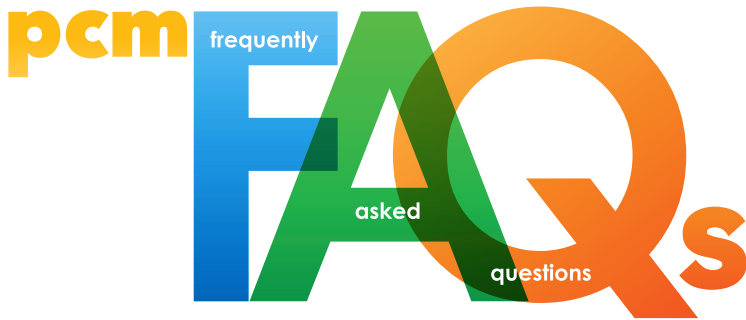
EMV (Euro pay, Mastercard and Visa) is a global standard for debit and credit cards that use computer chips to authenticate and secure chip-card transactions.

The EMV chip cards are payment cards that have an embedded chip, which **offer you advanced security when you use the chip card to pay in-store and at the ATM**. For each transaction, a one-time transaction code is created. This code will never be used again, making it unique only to that transaction. All account information that is stored on the chip is encrypted as long as you are using a chip reader during the transaction.

MASTERCARD SECURECODE is an extra layer of security when using your PCM debit and credit card for online purchases while shopping at participating merchants.

After enrolling your cards in Mastercard SecureCode, you may be prompted during checkout to enter your SecureCode. The SecureCode is just like using your PIN number while shopping or at an ATM, but it's a unique code only for online purchases. The merchant does not receive your secure code, it is only communicated between you and MasterCard. **Even if you do not anticipate performing online transactions, we urge you to set up a SecureCode. **If you are enrolled with a SecureCode, fraudsters will have a hard time using your card on websites that participate in MasterCard SecureCode**.

**When using your PCM debit card for a purchase, should you select DEBIT OR CREDIT?**

By selecting credit you are putting money back in to your credit union. Your credit union uses this money to give you higher dividends on deposits, lower loan rates and the ability to give member rebates! By selecting debit, you are putting money into the merchants' pocket.

How does PCM help PROTECT your debit and credit card accounts?

EnFact Notification is our free fraud monitoring program through Mastercard. If a potentially fraudulent transaction is performed, which may include transactions outside of your normal spending habits, transactions that are being processed in a different country or a transaction that falls within any new fraud trends, our fraud department will contact you. Depending on the severity of the fraud risk, your debit or credit card may be restricted until you are able to verify the transaction(s). If you receive a call from our fraud department, the call will be automated and you will be asked to verify recent activity on your card by responding via your touchtone keypad. Since this is a highly effective way for us to minimize fraud on your account, please keep us informed of your correct contact information at all times. **Coming soon! Fraud notifications via text message!

CARDVALET is a free app that allows you to monitor debit and credit card activity 24/7.

Within the app, **you can specify when, where and how your card can be used**. Alert preferences, notifications of transactions and the ability to turn your card on and off anytime with a touch of a button, assist in monitoring your accounts. All these features help to protect your PCMCU plastics! Additional features are a monthly spending tracker by card number, ability to see pending transactions and much more!
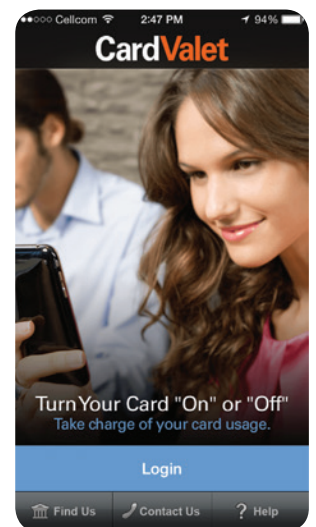
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*In the future, please watch for quarterly **PCMCU Fraud News** on our website and via email.*