

**IMPORTANT NOTICE**  
**Vishing Scam Alert**

*Telephone fraud aimed at getting you to provide personal financial information.*

Dear Member,

If you receive a call from someone claiming to be with Members Plus Credit Union, be aware. We've learned that a new telephone fraud is using Members Plus Credit Union's name to obtain personal financial information from our credit union members.

Vishing, or voice phishing, occurs when a person receives a call from someone pretending to be from a trusted organization.

The scammer poses as a credit union representative and contacts the member using a spoofed phone number. The caller claims they need to discuss an important matter, but they must first confirm the member's identity. The scammer is already on the credit union's online banking website and informs the member they need them to provide the PIN sent to the member's phone or answer security questions. **Since the caller says they're from the credit union and the number appears to confirm it, the member doesn't hesitate to provide the requested information.**

**Vishing allows the scammer to use the information provided by the member to complete the login.** They proceed to lock the member out of their account by changing the online banking password. The fraudster then transfers funds from the member's account to their own temporary account before vanishing without a trace.

**Never share private information.** Pause before providing personal data via phone calls you did not initiate, even if the caller ID reads "Members Plus Credit Union". Hang up and contact us using our phone number **781-905-1500**.

Always verify before responding to telephone solicitations claiming to be from Members Plus Credit Union. **We will never request personal information from our members** via automated telephone services, phone calls, text, voicemail or email. If you receive a call purporting to be from Members Plus Credit Union, please report this to us at 781-905-1500. If you receive suspicious emails, please forward them to us at [feedback@memberspluscu.org](mailto:feedback@memberspluscu.org).

We ask that you be proactive about identity theft by regularly monitoring your account activity. If you feel that you may have been the victim of identity theft, report the fraud immediately and change your password. You should also contact the credit bureaus listed

below to place a free 90-day fraud alert on your credit file. If you already have an identity theft protection service, please check with them as the fraud alerts may have already been placed.

[Experian: 1-888-397-3742](tel:1-888-397-3742)

[Equifax: 1-888-298-0045](tel:1-888-298-0045)

[Transunion: 1-888-909-8872](tel:1-888-909-8872)

Your security is our top priority.

Sincerely,  
John J. Murphy  
President & CEO



Questions? Email [Member Services](#) or call 781-905-1500.



Members Plus Credit Union, 29 High Street, Medford, MA 02155, 781-905-1500 ([Unsubscribe](#))