



To us, banking is personal.

IMPORTANT NOTICE

Phone Scam Alert

Dear Member,

If you receive a call from someone claiming to be from Members Plus Credit Union, please use caution. We are aware of a new “vishing” (voice phishing) scam using our name to steal members’ personal and financial information.

Never share private information or verification codes from calls you did not initiate. The caller ID may read 781-905-1500, or “Members Plus Credit Union” – that does not ensure that it is someone from Members Plus.

- **MPCU Staff WILL NEVER ask for the following over the phone:**
 - USERNAME
 - PASSWORD
 - A “ONE TIME PIN” to verify your identity.

When you receive a call from an employee at Members Plus, the staff member will identify themselves by name and title, state which branch they work for, and that they work for the Credit Union.

Always verify unsolicited calls, texts, or emails claiming to be from Members Plus Credit Union. We will never ask for your personal or account information through automated calls, live phone calls, text messages, voicemail, or email. If you receive a suspicious call, please report it to us at 781-905-1500. If you receive a suspicious email, forward it to feedback@memberspluscu.org.

Please stay proactive by regularly reviewing your account activity. If you believe you may be a victim of identity theft, report it right away, change your password, and contact the credit bureaus listed below to place a free 90-day fraud alert on your credit file. If you already use an identity theft protection service, confirm whether fraud alerts have been placed on your behalf.

[Experian](https://www.experian.com): 1-888-397-3742

[Equifax](https://www.equifax.com): 1-888-298-0045

[Transunion](https://www.transunion.com): 1-888-909-8872

Your security is our top priority.

Sincerely,
Member Services Team
MPCU



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



Members Plus Credit Union, 29 High Street, Medford, MA 02155, 781-905-1500

[Unsubscribe](#)