

Remember, Northwestern Mutual Credit Union will never call you to ask for your security question answers.

One of the latest scams in the financial industry to be aware of involves a phone call. It could sound like this:

Someone calls you and says they are from your financial institution. They have noticed some unusual transaction activity and want to verify it with you. The caller asks you for your account username and security question answers.

What's really happening? The caller is attempting to reset your password and gain access to your online banking. They want you to tell them your security questions to authorize the password reset and gain access to your online banking. They may have disguised their phone number to display as if they are a trusted source, which adds to the perceived legitimacy of the call.

Stay vigilant if you are approached, whether by email, a phone call, a text or online. Scammers are becoming more clever and convincing than ever. You can also help protect your information by keeping a few simple things in mind:

DO:

- Use strong usernames and passwords and change them frequently.
- Keep your personal information private.
- Be wary of unexpected calls.

DO NOT:

- Share your financial information with anyone, including PIN numbers, security codes and card details.
- Send money to people or companies you do not know.
- Give in to pressure to act immediately. Take time to verify who you are talking to.
- Click links in text messages and emails from people you do not know.

If you receive an automated call verifying a transaction on your account, here's what you need to know:

- 1) We use an external debit card monitoring system to ensure real time tracking and security.
- 2) They will **never** ask you to list any transactions made on your account. They will list a transaction, and you will only need to confirm YES OR NO.
- 3) They will **never** ask you for personal identifiable information other than your zip code to confirm your identify.
- 4) If a voicemail has been left asking you to confirm a transaction(s), please call the number listed to confirm.

Your security is important to us! If you ever have any questions regarding your account, do not hesitate to call us directly at 414-665-3423.