

Northeast Credit Union wants you to be aware that a new phishing scam is circulating. Please note that NECU members have received this message.

11/2/07 – NECU Fraud Alert – Identity Theft Protection Program

Northeast Credit Union members have reported receiving the following fraudulent email:

*“Dear Credit Union customer,
We regret to inform you that we have received numerous fraudulent emails which ask for personal account information. The emails contained links to fraudulent pages that looked legit. Please remember that we will never ask for personal account information via email or web pages. Because of this we are launching a new security system to make Credit Union accounts more secure and safe. To take advantage of our new consumer Identity Theft Protection Program we had to deactivate access to your card account. To activate it please call us immediately at (425) 998-1199. Activation is free of charge and will take place as soon as you finish the activation process. If you think your identity has been stolen, here's what to do now: 1) Contact the fraud departments of any one of the three major credit bureaus to place a fraud alert on your credit file. The fraud alert requests creditors to contact you before opening any new accounts or making any changes to your existing accounts. As soon as the credit bureau confirms your fraud alert, the other two credit bureaus will be automatically notified, and all three credit reports will be sent to you free of charge. 2) Close accounts that you know or believe have been tampered with or opened fraudulently. Use the ID Theft Affidavit (PDF) when disputing new unauthorized accounts. 3) File a police report. Get a copy of the report to submit to your creditors and others that may require proof of the crime. 4) File your complaint with the Federal Trade Commission (FTC). The FTC maintains a database of identity theft cases used by law enforcement agencies for investigations. Filing a complaint also helps the FTC gather more information about identity theft and the problems victims are having. For more information, go to: <http://www.consumer.gov/idtheft/>. Please do not reply to this message. For any inquiries, contact Customer Service. NCUA, CUNA, Credit Union - Copyright © 2007”*

Northeast Credit Union assures you that this email is not from us and urges you to not take any action.

In the event that you have taken action and provided personal information as a result of this message, or if you have any questions about recent transactions, please contact Member Service at 1-888-436-1847.

IMPORTANT NORTHEAST CREDIT UNION SECURITY MESSAGE: As your trusted neighbor, Northeast Credit Union urges you to protect your information. It is important to remember that **we will never send you an email requesting that you click through on a link** and provide us with account numbers, passwords, PINs or other personal information. Nor will we ever call you and ask you to provide us with information we already have available to us like, account numbers, passwords, PINs or other personal information

If you receive such a communication, Northeast Credit Union encourages you to:

Questionable emails: Forward the email to us at memberservices@necu.org for review
Delete the unsolicited email without clicking on links or opening attachments

Questionable phone calls: Advise us of the phone call by calling Member Service at 1-888-436-1847 or emailing us at memberservices@necu.org.