



Third Quarter 2024 Newsletter

# 2024 SYSTEM UPGRADE



# System Upgrade Complete!

Easier. Better. Faster.

## More Transfer Options

- Move money safer & faster
- Real-time P2P
- A2A
- Bill Pay

## Real-Time Security Alerts

- Login alert
- Failed login attempt

## Account Alerts

- Balance alert
- Loan payment due alert
- Transaction size alert

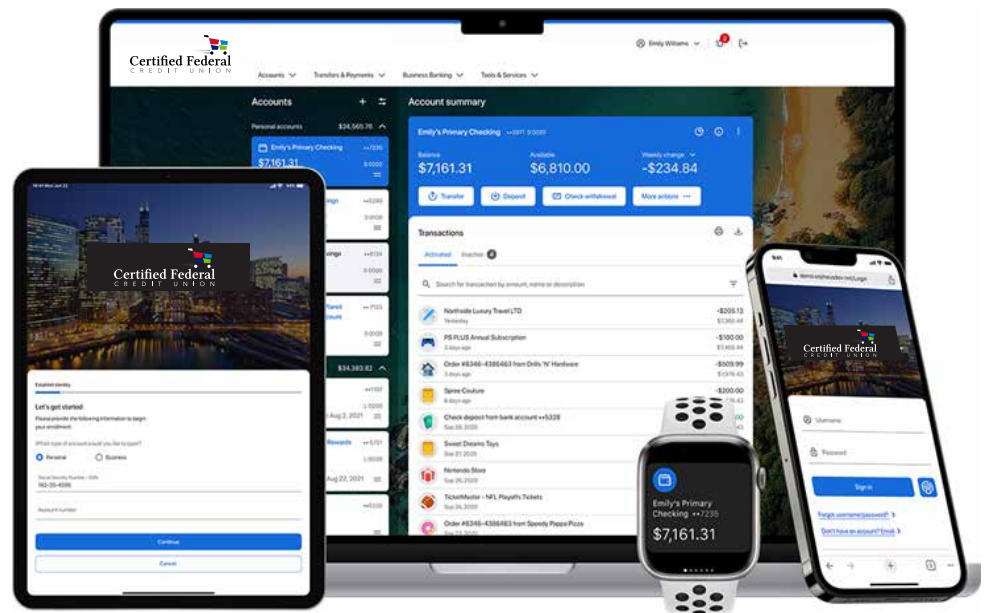
## Credit and Debit Card Controls

- Turn cards ON and OFF
- Restrict purchases by type
- Self-serve authorizations for travel
- Limit spending to help reach your budget goals
- Set location services to deter fraudulent activity

## Free Credit Monitoring (coming soon)

- Manage your credit to reach financial goals
- Learn how to maximize your credit & your credit score
- Access tools to build your credit

We are very excited about our newly upgraded system, and we thank you for your patience and understanding during the transition.



# Don't Become a Victim of Fraud

## Phone Number Spoofing Scam

Fraudsters can call you from **WHAT LOOKS LIKE** someone else's number, including ours: (626)444-1972 or (323)859-2250. **Hang up and call us** before giving personal information.

**Fraudsters are continuously preying on all of us.** Please **DO NOT** share your personal information regarding your credit union account(s) with **SOMEONE WHO CALLS YOU.**



**We will ONLY ask verifying information when YOU CALL US.**

- We will **NEVER** ask you for a security verification code that is sent to your cell phone
- We will **NEVER** ask you for your PIN or 3-digit number on the back of your card (CVV)

If someone **CALLS YOU** and asks you to give any of the info above or below **HANG UP** and **CALL US IMMEDIATELY** at (626)444-1972 or (323)859-2250.

**DO NOT GIVE THEM personal info about your account including:**

- Debit or Credit card numbers and expiration dates
- Mother's Maiden Name or Social Security Number
- User Name and/or Password for Online Banking and Mobile App
- Credit Union Account Number and Password

*We value your membership and we are here to serve you.*

*Please call us if you have any questions or concerns: (323)859-2250.*

# SPOOFING ATTACK

