

Fraud Awareness

This week is Fraud Awareness Week and in response to the increase of fraudulent phone calls that many receive attempting to obtain personal identifiable information, we want to remind you what to do if you are contacted.

In cases where the phone calls claim to be your financial institution and ask for information such as debit or credit card numbers, PIN numbers or Social Security Number, we advise you to never share this information over the phone.

Spoofing phone calls make it difficult to detect as the caller falsifies information displayed on caller ID to disguise their identity. If you believe the call to be legitimate, refrain from answering and call your financial institution at a number you know is accurate.

Universal 1 Credit Union will **NEVER** call or email you asking for personal or account information.

If you have any questions or concerns about emails, websites or unsolicited calls related to Universal 1, please email our Compliance department at compliance@u1cu.org. You can also call our eCommerce representatives at 800-543-5000 option 0 or 937-431-3100 option 0.

We are available Monday - Friday from 8:30 a.m. to 6:00 p.m. and Saturday from 8:30 a.m. to 12:30 p.m.