

# NEWSLETTER

## From the CEO:

As we enter the final months of 2018, your protection and safety are foremost on our minds. We work very hard to identify fraudulent transactions and keep them from going through our systems, but scammers are savvy and their tactics change constantly.

October is National Cyber Security Month, and we believe one of the best ways to stop fraud remains educating you, our members, on how to recognize potential threats. Our Risk

Department has compiled information and recommendations for this issue that should be useful to every member. Once you educate yourself - share your knowledge! Protect the people you love, especially your older family members and neighbors by passing along the tips in these articles.

This quarter also brings us to a favorite year-marker: International Credit Union Day. This year is the event's platinum anniversary, a 70-year milestone

celebrating the unique principles and actions that define credit unions. We're proud to be part of the cooperative movement that encourages people of every race, gender, and belief to come together and give their all towards the betterment of their communities.

Happy reading, be safe, and know we're always here to help.

*Jara*

**PREMIER VISA**  
rates starting at  
**9.00% APR\***



The service is only available to U.S. Credit Union members. See fecca.com for details.

**NCUA**  
National Credit Union Administration, a U.S. Government Agency

\*APR = Annual Percentage Rate. Some Restrictions Apply. See fecca.com for details.

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**FedEx Employees  
Credit Association**

# SCAMS & FRAUD

Check and wire-fraud remains a favorite tactic of scammers. Our Risk Department here gives a run-down of the many forms this type of scam can take.

Some of the most prevalent scams involve an unsuspecting consumer depositing a check and wiring money back to a third party. Because our Fraud Department has seen many variations of this fraud, we urge all members to never respond to a request involving the 2-part process of depositing a check then wiring or sending money back in any way.

## COMMON VARIATIONS OF CHECK/WIRE FRAUD SCAMS

**Job Related.** A scammer poses as an employer, giving the consumer a fake offer of employment, and telling them to send money in connection with the job offer. The scammer may send a check for setup expenses and ask the victim to wire the balance back.

**Utilities.** A scammer tells the consumer that their utility (power, water, cable, etc.) will be shut off if they do not send money. Scammers will even say they accept gift card payments.

**Relative in Need.** A scammer poses as a family member, often a grandchild, and claims that they need money for an emergency. They will ask the victim to wire money immediately.

**Lottery or Prize.** A scammer tells the consumer that they've won a lottery or prize and must send money to claim it or pay taxes up front.

**Debt Collection.** A scammer poses as a debt collector and uses threats to make the victim settle the fake debt.



Did you know?

## EXTRAS CHECKING

comes with:

- Identity Fraud Support Service
- \$5000 Identity Theft Insurance
- Credit/Debit Card & SSN Monitoring
- Identity Verification Monitoring
- Card Registration



**Purchases, Sales, and Leases.** A scammer tells the consumer that they must send money to complete a purchase, sale, or lease.

**Online Dating Related.** A scammer poses as an online dater and asks for money as a gift or to help with an emergency.

**Secret Shopper.** A scammer will "hire" a victim to be a mystery shopper, and tell them that their first assignment is to evaluate a money transfer service, like Western Union or MoneyGram. The shopper receives a check with instructions to deposit it in a personal account, withdraw the amount in cash, and wire it to a third party. The check is a fake.

**Advance Fee Loans.** A scammer poses as an online lender and directs the consumer to wire processing payments for a loan application. Once borrower wires the money, the loan is never received.

### WHO IS LIABLE?

You are protected from fraudulent charges when someone steals your credit card.

However, **you** will be liable for the fraudulent charges if you voluntarily provide your card or card info.

Put your number on the National Do Not Call Registry.  
Go to [donotcall.gov](http://donotcall.gov) or call 1-888-382-1222.

Counterfeiters have perfected the art of making realistic-looking checks and money orders. By law, financial institutions must make funds from deposited checks available within days. But uncovering a fake check can take weeks. Money that is wired is received instantaneously. Once it's in a scammer's hands it's virtually impossible to retrieve. If a check you deposit bounces – even after it seemed to clear – you're responsible for repaying the financial institution.

# SCAMS & FRAUD: How to protect yourself

They may sound outdated, but phone scams still run rampant. And a sense of urgency can make people vulnerable and more likely to hand over financial information.

Any unexpected call from someone you don't know asking you to send money or give out personal information should immediately put you on your guard. Especially if the caller wants you to make a quick decision or is threatening. You should always be cautious, even if the caller seems to be a trusted source. Scammers are adept at posing as government officials, family members, charities, or companies you do business with. And technology makes it easy for them to fake caller ID information, so the name and number you see aren't always real. What should you do?

The best course of action: do not give in to pressure or intimidation to make a quick decision. Slow down, listen to your instincts. Take the time to talk to someone you know and trust about your suspicions. Spend a little time researching a company or product online. Search for a phrase that describes

your situation (like "IRS call" with words like "review," "complaint," or "scam") or search for the caller's phone numbers to see if other people have reported them as scams. It's okay to hang up and call back using an official number or one that you know is genuine.

**Never share your account number with anyone. Be wary of calls or emails you're not expecting.**

## WHAT TO DO IF YOU'RE A VICTIM

If you or someone you care about is the victim of a fraud, scam or financial exploitation, here are a few important steps you should take right away.

- Contact your local police or sheriff's office to report the scam.
- Submit a complaint with the Federal Trade Commission [ftc.gov].
- Contact your state attorney general. Visit the National Association of Attorneys General website [naag.org] for the contact information of each state attorney general.
- If the victim is an older person or a person with a disability, contact your local adult protective services agency. Go to Eldercare Locator [eldercare.acl.gov] or call 1-800-677-1116.

## ROBO CALLS & FREE TRIAL OFFERS

It's a good idea to hang up on robocalls. Recorded sales pitch are illegal and often the products are bogus. Don't press 1 to speak to a person or to be taken off the list - hang up and report the call to the FTC.

Be skeptical about free trial offers. They often involve a free trial period, followed by automatic monthly billing until you cancel. Always research the company, read the cancellation policy, and review your monthly statements for charges you don't recognize.

Get the latest tips and advice about scams sent right to your inbox. Sign up for the FTC's free scam alerts at [ftc.gov/scams](https://ftc.gov/scams).

## Q4 EMPLOYEES OF THE MONTH



MARSHA PRICE



KIM WALLS  
Loan Officer



SHELLEY FOREMAN  
Loan Officer

## CLOSINGS

All branches will close from 4pm-5pm CST on the 2nd Wednesday of each month for staff training.

### 4th QUARTER HOLIDAY CLOSINGS

10/8/18 - Columbus Day

11/12/18 - Veterans Day

11/22/18 & 11/23/18 - Thanksgiving

12/25/18 - Christmas

# FALL SHRED EVENT

## Friday, 9/28/18



Visit any of these branches to safely dispose of documents & paperwork.

### SHRED TRUCKS:

8195 Dexter Rd, Cordova  
1:00pm-2:30pm

2731 Nonconnah Blvd, Memphis  
3:00pm-4:30pm

### SHRED BINS:

50 FedEx Pkwy, Collierville

2200 Forward Dr, Harrison

6311 Airway Dr, Indianapolis

740 N. Sepulveda Blvd., El Segundo

\*\*Contents of bins will be securely collected for final destruction with a licensed shred company.



### IN THE COMMUNITY

We have added to Habitat for Humanity to the list of organizations we sponsor and support. Our HQ sends a team of employee volunteers every week to their local ReStore.

The darkest hour in any man's life is when he sits down to plan how to get money without earning it.

- Horace Greeley



## BRANCH LOCATIONS

Main Branch  
2731 Nonconnah Blvd.  
Memphis, TN 38132

FedEx World Headquarters  
3670 Hacks Cross Rd., Bldg. G  
Memphis, TN 38125

Indianapolis, IN  
6311 Airway Dr., Ste. 100  
Indianapolis, IN 46241

Los Angeles, CA  
740 North Sepulveda Blvd.  
El Segundo, CA 90245

Cordova, TN  
8195 Dexter Rd., Ste. 101  
Cordova, TN 38016

FedEx World Tech Center  
50 FedEx Pkwy.  
Collierville, TN 38017

Harrison, AR  
2200 Forward Dr.  
Harrison, AR 72601

Pittsburgh, PA  
1000 FedEx Dr.  
Moon Township, PA 15108

Coming soon . . . . . DALLAS!