

DEBIT CARD PHISHING SCAM

Recently, we have received reports of suspicious phone calls and text messages made to CDC Federal Credit Union members and non-members. Callers are reporting that during the call, a recording asks members to verify their account information due to their debit card being cancelled. This computer-operated system prompts the caller to enter their 16-digit debit card number. The purpose appears to be an attempt to withdraw funds from members' accounts. This scam is known as phishing.

The text messages that members and non-members are receiving appear to be from 1234 CDC FCU and states that your debit card has been cancelled or suspended. The text message says to please call 1-877-649-7635. This scam is known as text phishing (SMiShing).

CDC Federal Credit Union does have a legitimate card security system in place, where human operators may call accountholders to verify specific transactions. This legitimate service will not require you to enter your debit card number in order to serve you. In fact, any such request for card details (such as the 16-digit number) should be treated as a suspicious call, and verified with our member service representatives.

If you received a call of this sort, and feel your information has been compromised, please contact the credit union immediately at 404-325-3270, option 3. You can also send an email to reportphishing@cdcfcu.com to report any future suspicious activity. You should also report this type of activity to applicable government agency websites designed to track this information: www.ftc.gov or call 877.FTC.HELP.