



Be Aware of Scams

With the recent news of the Shaw's Supermarkets Network Intrusion and Home Depot's Payment Breach we feel it's important to remind our members to be alert with phone calls, emails and text messages from scammers trying to obtain personal information.

First Citizens' Federal Credit Union Visa® debit cards are now being monitored 7 days a week, 24 hours a day for fraud detection. In the event that fraud is suspected you may be contacted by our Fraud Detection Center's Voice Response Unit (VRU) or a live representative from 8:00am – 9:00pm EST, to verify that your transactions are valid. If you are unavailable, a message will be left for you to call 866.750.9107 (toll free). For your information, the telephone number that will appear on your caller ID is 800-279-2674.

You will not be asked to provide any account information or personal information such as your social security number, PIN number or any other particular account information. You will be asked to confirm details of the transaction to assist in identifying any suspected fraudulent activity; details such as the date of the transaction, the amount of the transaction and or the merchant.

If you gave any personal, CheckCard or account information over the phone, please contact us at 1-800-642-7515 immediately, so we can protect your account information. First Citizens' will never request any personal information (such as account numbers, passwords, PINS, or Social Security Numbers, etc.) through a text message, over the phone or through an unsecured email.

First Citizens' is dedicated to protecting you against account fraud and keeping you informed about how to protect your identity with IdentitySecure. With IdentitySecure you can protect you and your family against all of the main types of identity fraud. Get the identity theft protection you need by enrolling today.

[Learn More about IdentitySecure](#)