

## What are Phishing Scams

Phishing is a recent trend that puts your online security at risk. It involves email messages that appear to come from your financial institution, but actually originate from an imposter third party. These emails normally include a link to a Web site that asks for personal information, such as your PIN number or Social Security number.

There are currently a number of scams affecting credit union members that appear to be from organizations such as the [NCUA](#) or the [Credit Union National Association \(CUNA\)](#). Please be cautious of emails from these organizations, especially if the request personal information.

### How to recognize a phishing scam:

1. **Urgent language** Wording that asks you to act quickly in order to protect your account
2. **Request for personal account information**
  - Account numbers
  - Credit card number
  - Social Security number
  - PIN numbers or other passwords
  - Mother's maiden name
  - Date of birth
3. **Non-secure Web sites** All sites that ask for personal information should be secure and display the lock symbol in the status bar at the bottom of your browser page.
4. **Typos and grammatical errors** Phishing emails and Web sites often include misspelled words or other grammatical errors.

### Report a phishing scam

If you believe you have received a fraudulent email from FSFCU, please forward it on to us at [webmaster@ftsillfcu.com](mailto:webmaster@ftsillfcu.com). Do not open any attachments or links included in the email.

If you have submitted your personal information to a fraudulent email or Web site, contact FSFCU at 800-654-9885 or 580-353-2124 as well as any other financial institutions which you hold an account.

### Learn more

To learn more about phishing, visit the [Federal Trade Commission](#) site.

## Contact Information

[Federal Trade Commission](#)  
(877) IDTHEFT (438-4338)

[Social Security Fraud Hotline](#)  
(800) 269-0271

[Internet Fraud Complaint Center](#)

[Equifax](#)  
Order a report: (800) 685-1111  
Report fraud: (888) 766-0008

[Experian](#)  
(888) EXPERIAN (397-3742)

[Trans Union](#)  
Order a report: (800) 916-8800  
Report fraud: (800) 680-7289