

# Fraud Watch

## Scam Phone Calls targeting Credit Union Members

Credit Union Members have received automated phone calls requesting they confirm certain details.

### What is vishing

“**Vishing**” is the same as phishing but using phone calls instead of emails to **solicit confidential information from unsuspecting victims**. Scammers are now even using automated IVR (Interactive Voice Response) and similar systems!

We have been advised that there have been several incidents of Members of Credit Unions having received automated phone calls requesting they confirm certain details. Sometimes the calls have come rather late at night.

An automated voice advises: *This is XYZ Credit Union and there is a problem with your account as there has been an attempt by a third party to access it, and to “press 2 to continue”.*

We would like to warn you, our Members to be aware that this is merely another form of *phishing* in an effort to gain your personal information, and that a financial institution will **never** make an unsolicited call (or email) to their Members to confirm details such as name, address, card number, sign-ons, passwords or other sensitive information.

If you come into contact with any such call, please contact our Staff at your local Police Credit Union branch, or call 1300 131 844.

If you require any further advice please contact Police Credit Union immediately on **1300 131 844 during business hours or 1300 247 489 after hours**.

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