

Increased Online Banking Fraud

Protect Yourself and Your Loved Ones Online

At Crossroads Credit Union, protecting our members' financial well-being is a top priority. We are seeing an increase in online banking fraud and account takeover attempts across the financial industry. As technology continues to evolve, so do the tactics used by fraudsters. With increasingly sophisticated scams, including those enhanced by artificial intelligence (AI), it is more important than ever to stay alert and take steps to protect your personal information.

One of the easiest ways to stay informed about your account is to ensure your online banking alerts and notifications are enabled and reviewed regularly. These alerts can help you identify unexpected activity and take action quickly.

What to Watch For

- An e-Transfer you were not expecting.
- A notification that a new e-Transfer contact has been added that you did not create.
- A notification that a bill payment vendor has been added that you did not set up.
- Transactions or account activity you do not recognize.
- Any online banking notification that seems unusual.

The sooner suspicious activity is reported, the sooner it can be reviewed.

Immediate Ways to Protect Yourself

- **Enable Two-Factor Authentication (2FA)** whenever available.
- **Use strong, unique passwords** for your online banking, email, and other important accounts.
- **Avoid reusing passwords** across multiple websites and services.
- **Turn on account alerts** and review notifications regularly.
- **Keep your devices and software up to date.** (Maintaining up-to-date software helps protect your online banking activities by ensuring your devices are equipped with the most recent security safeguards.)
- **Protect your email account.** Check your email settings periodically to ensure no forwarding rules or automatic redirects have been added without your knowledge.
- **Think before you click.** Be cautious of unexpected emails, text messages, phone calls, or requests for personal information.

Security Tip: Your email account is often the gateway to many of your online services. If someone gains access to your email account, they may be able to intercept account notifications, password reset requests, and security alerts.

Share This Information

Fraud can affect anyone. Please share these tips with friends and loved ones, especially those who may be less familiar with online security. A conversation today could help prevent fraud tomorrow.

Questions or Concerns?

If something does not seem right, trust your instincts and contact Crossroads Credit Union immediately.

1.877.535.1299