

Be Aware of new phone scam!!

We have been informed of a phone scam affecting a credit union in Oregon, where automated messages were left that said: “Your debit card from (actual bank or credit union name) was suspended due to suspicious fraud activity.” They were then asked to call a phone number where they were prompted for their card number, PIN and expiration date.

PLEASE, never disclose your account information to unknown individuals!

At this time, Old West Federal Credit Union has an automatic fraud calling system for our CREDIT CARDS, which is “Falcon”. If you are called by them, they will ask for an identifying piece of information as verification that you are the cardholder. If they leave a message, when you call back they have other verification methods (nothing to do with your card information) they will use. Our DEBIT CARDS program at this time has no automated system and you would be contacted by an Old West Federal Credit Union staff member.

This is a good time to make sure we have all current information on file for you. We can also store a “code word” on our system to further verify who we are talking to. If you have not given us a “code word” please notify us with one as soon as you can. It is very important you keep us informed of any changes in your address or phone, as it is time critical we able to contact you if we receive a possible fraud notice. If we can’t reach you, your transaction may be denied until we can verify it is actually you making the purchase in question.

Remember, you can always call and talk with us if you aren’t sure, or suspicious of, a call you have received. Old West Federal Credit Union is here to help any way we can!!