

Watching for Credit and Debit Card Fraud



Your financial institution receives fraud detection and prevention services from a company called Pemco Technologies. It has a staff of Fraud Analysts that operate 24/7. These analysts have a variety of tools available to help them recognize potential fraud.

To catch a thief

Some of these tools involve alerts that are placed on certain types of card transactions. For example, Fraud Analysts may be watching for:

- Multiple high dollar amount transactions taking place in a short period of time.
- Transactions with merchants who are considered high risk or suspicious.
- A transaction that takes place in a country where a large amount of fraud is occurring.
- Multiple failed attempts to enter the correct PIN.
- A pattern of spending that is completely different than what you have exhibited in the past.

These are just a few of many different events that can trigger an alert. A sophisticated computer program helps analysts spot problems and see spending patterns that are unusual.

What you should know

There are few simple things you can do to keep fraud at a minimum and keep our fraud prevention experts informed.

- If you are planning to travel to a foreign country or to place an unusually large expense on your credit card, call your credit union and let them know.
- If you receive a call from a Pemco Fraud Analyst, he or she has received an alert of possible fraud. Your cooperation can help stop theft. You may be asked questions such as "Did you make a purchase today at XYZ store?" Remember: a real Fraud Analyst will never ask for your card number. If you are suspicious of the call, hang up and contact your credit union.
- If your card is lost or stolen, report it immediately. Call 800-682-6075, or visit www.reportmycards.com to report your missing card. Contact your credit union about replacing the card.
- Do not reply to e-mails that ask for your card number, or ask you to go to Web site and enter your card number.

When it comes to safely using your credit or debit card, your credit union is the best place to go for questions or concerns.