



# Louisiana Credit Union League **FRAUD ALERT**

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CUNA tracking dramatic increase in phish attempts

The Louisiana Credit Union League has recently been notified that the Credit Union National Association (CUNA) has experienced a dramatic increase in phishing attacks during the past seven days. A new phishing-scam attempt using CUNA's name informs email recipients about "irregular check card activity" and advises them to call a toll-free number to get any restrictions removed. The call is a ploy to get personal account information, possibly for identity theft purposes. To date, 10 versions of these e-mails are in circulation nationwide. Of those, CUNA has successfully disabled seven phone numbers.

The e-mails describe "Irregular Account Card Activity" or some version of that statement. The message in these e-mails includes a statement that "CUNA would never solicit personal identification from you in an e-mail or over the web; therefore, we have de-activated your card, for your own safety." The e-mail then goes on to direct the recipient to a phone number to call for re-activation of the card. These phone numbers are set up using Voice-Over-IP lines.

Dorothy Steffens, CUNA's vice president of web services, explains, "They are Internet-based phone numbers, which are more difficult to track down and disable. Callers are instructed to enter their account number and then their PIN (twice) and then enter the CVV number as well. After a short pause, they are told that their card has been re-activated. CUNA is especially concerned about these e-mails because they are morphing on a daily basis, and they are playing on the 'we will not solicit you over the web' message that has been used with previous phishing scams."

"As a trade association for U.S. credit unions, CUNA does not maintain any type of customer/member financial information," emphasized Steffens, adding that "your financial institution would never request personal identification information over the phone." Anyone responding to the e-mail should contact their financial institution immediately.

Another scam making the rounds with CUNA's name on it comes from a gmail.com address and addresses "Credit Union National Association SERVICE." It says CUNA ensures security "by regularly screening the accounts in our system. We recently reviewed your account, and we need more information to help us provide you with secure service." It provides a "case ID" and a link to a fake website mimicking CUNA's. Recipients should not click on the resource link but should delete it. CUNA has taken steps to shut down the fake site.

CUNA has updated its fraud alert information on its consumer website, [www.creditunion.coop](http://www.creditunion.coop) and the association's home page, [www.cuna.org](http://www.cuna.org).

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