



## **Reported Phishing Scheme**

MFCU has learned of a widespread telephone phishing scam. Cardholders may receive what appear to be automated phone calls or texts, telling them that their ATM/Debit cards are locked.

### **Details**

The automated message requests call recipients to "Press 1" where they are to enter their 16-digit card number into their telephone key pad. Once this is entered, the scammers are then requesting the card's Personal Identification Number (PIN). The scam artists are attempting to obtain customer card numbers and PINs in order to gain access to customer accounts via ATMs or POS (point of sale) purchases.

### **Summary**

Martin Federal Credit Union will not request card, account information or PIN numbers from cardholders over the phone. In many cases, phishing scams, whether by phone or through emails, attempt to gain personal information from the call or email recipients such as:

- First and Last Name
- Debit Card or ATM Card Number
- Debit or ATM Card Personal Identification Number (PIN)
- Date of Birth
- Social Security Number
- Account Number and/or Account Type

If you receive such a call or text and are unsure about a call from us, please contact us directly at 407-857-6328 or [askmfcu@martinfcu.org](mailto:askmfcu@martinfcu.org). We will be happy to help.