



## **BEWARE OF NEW ID THEFT SCAM!**

People all across the U.S. are receiving automated calls to home and cell phones saying their Credit Card or Debit Card has been deactivated for security reasons. The caller may use the name of a local credit union or bank or the message may be vague. The caller asks you to provide your Card number and PIN or other security info to "reactivate" the card or to order a new card. You may also receive a voice mail message with a similar message, asking you to call a number and provide this information.

**If you receive this type of call or message, do not respond. Hang up immediately.**

Calls have been reported in several states over the past few weeks. The FBI and local police departments believe the scam is using an automated dialer to call all residents in a town or city within a day or two, then they move on to another city or state.

If you ever have questions about whether a call is legitimate, tell the caller this is not a good time for you and ask for a number to call back. A reputable, honest institution will not argue with you or insist that you give information right now.

**If you have accidentally given out this information, call the credit union or bank that issued the card immediately to cancel the card.**

No reputable credit union or bank will ever call you, send an email or a text message asking for your account number or other personal information.

## **IDENTITY THEFT 911**

If you have an Altra Checking account or Credit Card, you and every member of your household are covered by **Identity Theft 911**, America's leading identity theft resolution company. This service is free and automatic with any Altra Checking account or Credit Card.

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## **IDENTITY THEFT 911** *(continued)*

If you've been a victim of identity theft, or even had a lost or stolen wallet, call an Altra Member Service Representative at **800-755-0055** to be transferred to an Identity Theft 911 personal advocate.

Your personal advocate will work with you from the first call you make to report the problem until the crisis is resolved. Identity Theft 911 will notify appropriate agencies, businesses, and institutions, and create a comprehensive case file for insurance companies and police. They'll follow through on every aspect of the case until your identity has been restored.

### **Identity Theft 911 provides:**

- A personal advocate who works with you, or your other household members, one-on-one, start-to-finish, to restore your identity
- Proactive assistance for victims of wallet or purse theft
- Unlimited access to the Identity Theft 911 toll-free number
- Systematic notification of credit bureaus, creditors and collectors, government agencies, and all other relevant parties
- Preparation and coordination of all notification materials and communications needed
- Comprehensive case file creation to assist law enforcement and insurance
- A full year of weekly credit monitoring from TrueCredit (a TransUnion company)
- A full year of myFICO Identity Theft Security fraud monitoring for victims of true identity theft
- Optional credit file freezes in states where available
- Interface with state identity theft passport programs where available
- A full year of threat alerts, proactive tips, education, and follow-up calls to avoid recurrence

Visit Altra Federal Credit Union's **[Identity Theft 911 Resource site](#)** and learn more about avoiding theft, what to do if you become a victim, Identity Theft FAQ, find current threat alerts, articles and interviews, newsletters, and facts and resources.