

New 24 Hour On-Line Fraud Contact Information

With convenient online member services such as MemberDirect, Turtleford CU app and e-Transfers there is always an increase risk to fraud. Computers and android cell phones are at risk of viruses, which fraudsters use to copy login information and access MemberDirect to preform fraudulent e-Transfers. Our credit union has taken many steps to protect our members against these attacks, so members can enjoy the convenience while minimizing the risk. Your part of this measure would be to have up to date anti-virus software on both your computer and android phone along with Turtleford CU Alerts. Alerts are important as they would notify you immediately when someone has gained access to your online banking or added a new e-Transfer recipient. To sign up for alerts see the alerts section of our online banking or the alerts button on the Turtleford CU app. If you require assistance in setting up alerts please contact front end staff at the office or bring your tablet or phone into the credit union.

Now that you are signed up for online alerts you may wonder what to do when you receive an alert that an e-Transfer recipient has been added that wasn't added by yourself. Contact the office immediately during regular business hours or ***utilize our convenient 24-hours service by calling Sonoma Services at 1-888-273-3488*** to have your online banking locked down. This is very time sensitive and has to be done as soon as you are notified of the e-Transfer recipient being added.

Without taking proper measures to prevent e-Transfer fraud, you could be responsible to pay the deductible of \$1000 to make a fraudulent insurance claim through the Turtleford Credit Union. This deductible is passed on to the member when negligence to ensure a secure login occurs. If the security steps above are used, the credit union will work with the member for full reimbursement. For more information or clarification, please talk to Gini or Noella.