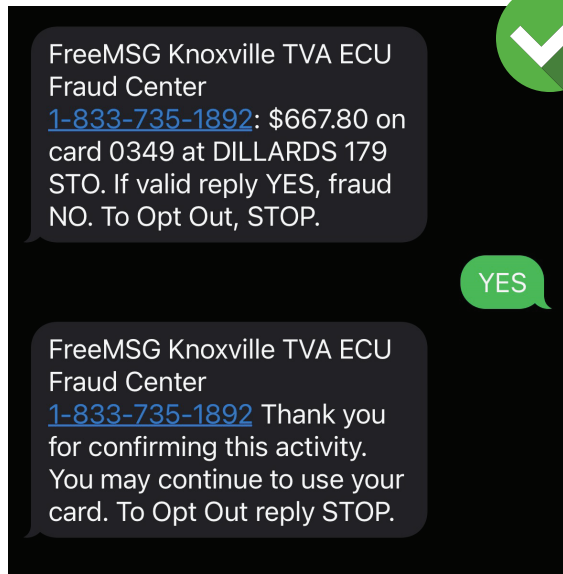


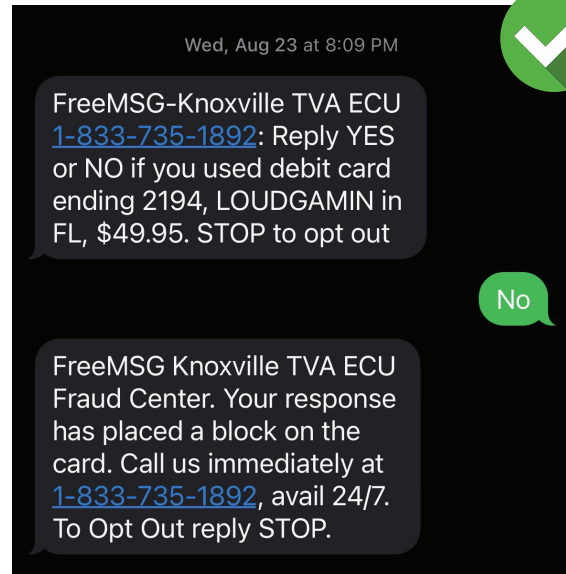


BEWARE TEXT SCAMS

Fraudsters are making their way to your bank accounts through text messages by pretending to be from the Credit Union, claiming there has been a recent transaction. These texts may look similar to genuine Fraud Alert texts from the Credit Union. Below are some examples of authentic text messages from the Credit Union.



If you receive a Fraud Alert text and answer YES, this is the message you should receive back.



If you receive a Fraud Alert text and answer NO, this is the message you should receive back.

This is an example of a fake Fraud Alert message. One way to spot this fake text is the phone number. Fraudsters often text you from a full-length phone number instead of a short code.

Regardless of how you answer this text, the fraudster will ask you to call a number, or you will receive a phone call from a fraudster who will attempt to trick you into giving your account information so they can access your accounts.

Never share your online banking username, password, account reset codes, or PIN with anyone. KTVAECU® will not ask you for complete account numbers, card numbers, or online credentials.

What should I do if I receive a fraudulent text?

If you receive a text you suspect to be fraud, avoid responding or calling any numbers provided. If you suspect fraud on your account or the identity of a caller, contact us directly at (865) 544-5400, and we will work with you to resolve any problems or concerns. To report a lost or stolen card after regular business hours, call (800) 472-3272.



Check out our security webpage for more tips!

tvacreditunion.com/security

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