

WAYS TO FIGHT FRAUD!

- 🔗 Take an active role!
- 🔗 Recognize the lies!
- 🔗 Don't take the fake!
- 🔗 If it looks fishy, it's probably phishy.
- 🔗 Report a scam at <https://reportfraud.ftc.gov>.

Contact us directly at (865) 544-5400 if you suspect fraud on your account or have a lost or stolen card.



TIPS TO KEEP YOUR MONEY SAFE

- 🔗 Block unwanted calls and text messages.

Take steps to block unwanted calls and to filter unwanted text messages.

- 🔗 Don't give your personal or financial information in response to a request that you didn't expect.

Honest organizations won't call, email, or text to ask for your personal information like your Social Security, bank account, or credit card numbers. If you get an email or text message from a company you do business with and think it's real, it's still best not to click on any links. Instead, contact them using a website you know is trustworthy or look up their phone number. Don't call the number they gave you or the number from your caller ID.

- 🔗 Resist the pressure to act immediately.

Honest businesses will give you time to make a decision. Anyone who pressures you to pay or give them your personal information is a scammer.

- 🔗 Know how scammers tell you to pay.

Never pay someone who insists you pay with cryptocurrency, a wire transfer service like Western Union or MoneyGram, or a gift card. Never deposit a check and send money back to someone.



Check out our security webpage for more tips!

tvacreditunion.com/security



1. Control My Card by KTVAECU® is a registered trademark of Knoxville TVA Employees Credit Union. Available to qualifying Members. Card transactions can only be authorized on cards in Control My Card unfreeze status. The cardholder is responsible for setting freeze and unfreeze status' on eligible cards through Control My Card app. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. 2. Be sure the Credit Union has your latest email address before registering your card with Control My Card. Data and message rates may apply. Ask for details. Control My Card by KTVAECU® is a registered trademark of Knoxville TVA Employees Credit Union. Some restrictions may apply. Ask for details. Message and data rates may apply from your wireless carrier. Ask for details.

CREATE ACCOUNT ALERTS THROUGH ONLINE BANKING OR OUR MOBILE APP



With our Account Alerts, you can decide when and how you get notified about account activity, so you don't miss a thing! Choose to receive Account Alerts by push, text, or email notifications.

- 🔗 Deposit

Set an alert to notify you when a deposit has been posted to your account.

- 🔗 Large Purchase

You can set an alert to inform you when a large transaction has been made on your account.

- 🔗 Login

Receive an alert when there has been a successful or unsuccessful login on your account.

- 🔗 Profile or Password Changes

Get an alert whenever your email, password, address, PIN, or phone number changes.

- 🔗 New Device Added

You can set an alert to notify you when a new device has been added to your account to receive updates.



UPGRADE YOUR CARD SECURITY WITH CONTROL MY CARD¹

With Control My Card by KTVAECU®, it's never been easier to protect yourself against fraud and keep your money secure! With just a few taps, you can freeze/unfreeze your card, customize alerts, change your PIN, and so much more.²



Find us on Instagram™ for videos about looking out for fraud!

@tvacreditunion

