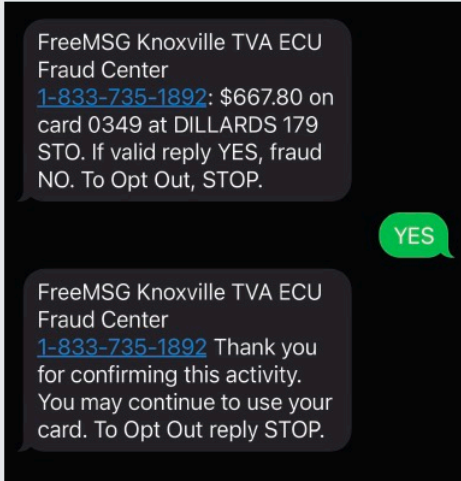
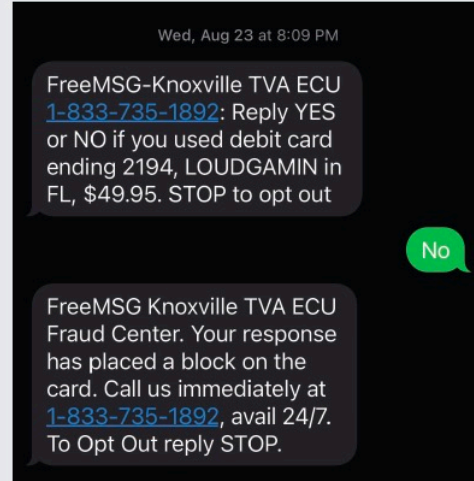


LOOK OUT FOR TEXT SCAMS

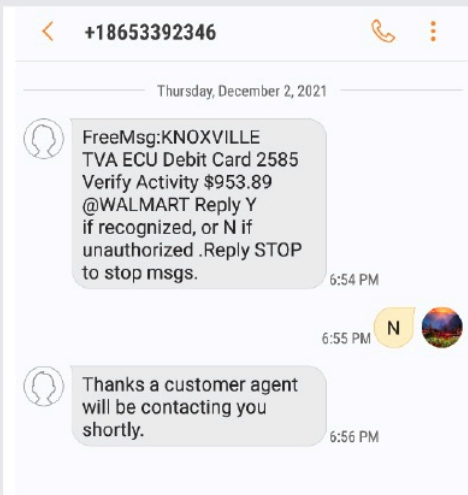
Fraudsters send fake text messages pretending to be the Credit Union. They claim there has been a recent transaction on your account. These messages can look like real Card Fraud Text Alerts¹ from KTVAECU®. Here are some examples of authentic text messages from us:



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



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



This is an example of a fake Card Fraud Text Alert message. One red flag is the phone number. Fraudsters often text from a full-length phone number instead of a short code.

Any response to this text will invite the fraudster to call you. Once you're on a call, they will try 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 you receive a text you suspect to be fraud, don't respond or call any numbers provided. If you suspect fraud on your account or are unsure about the identity of a caller, contact us directly at (865) 544-5400.



For more tips, visit our security webpage!

tvacreditunion.com/security

Federally Insured by NCUA. 1. Some restrictions may apply. Message and data rates may apply. Not all wireless carriers support FTEU (Free To End User) texting. If your carrier does not support these texts or your mobile number is not on file, you will continue to receive phone calls if unusual activity occurs on your card. Ask for details.