

SCAM #14 ALERT

Vishing Scams Use Phones Instead of Fake Websites

You may have heard about “phishing scams” that thieves use to gain access to your personal information. With this type of scam, a thief sends you a fake e-mail pretending to be a vendor you may already use – like PayPal or your financial institution – and tells you to visit a website to update your account information so the thief can gain access to your personal data.

Now scammers are using a new ploy called “Vishing” to gain access to your personal data. Here’s how.

What is “Vishing”?

In a new twist, identity thieves send e-mails to victims saying your credit union or PayPay account has been compromised. However, unlike phishing e-mails, they don’t give you a Web link to “confirm” your account information. Instead, they urge you to call a phone number to verify account details. When you call, you’ll be asked to enter your name, card or account number, and social security number so they can capture this information.

Tips to avoid being scammed by “Vishing”

The best way to avoid becoming a victim of a scam is to stay educated. Here are some tips to consider to make sure you don’t become a victim.

- Never call a phone number you receive from a spam e-mail.
- Do not open an attachment to an unsolicited e-mail unless you verify the source.
- If you believe the contact is valid, go to the company’s website by actually typing in the address you know to be correct.

If you are ever in doubt about the origin of an e-mail, call the vendor to confirm that they actually sent it. Most importantly, remember that SEFCU will never send an e-mail requesting you to verify account information!



SEFCU is committed to helping members protect themselves against fraud. This is the fourteenth in a series of SCAM ALERTS to educate members about deceptive activities that could harm members’ financial security. While we cannot advise members of every scam, we hope the series will advance awareness of privacy and security issues.

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