

## TIPS TO HELP MEMBERS GUARD AGAINST PREPAID FRAUD

Prepaid card fraud is on the rise, with the number of reported cases increasing 9.5% from 2019-2023\*. Help educate your credit union staff and members on how to protect themselves from this kind of fraud with these simple tips:

### Tips for Dealing with Social Engineering



**Caller IDs, emails, and text messages can all be manipulated** to appear as if they're from a trusted source. So don't assume sender information is a reliable way to confirm a communication is legitimate.



**Don't be intimidated** into taking immediate action or staying on a phone call. You can say no, request information in writing, or hang up and call back using a reliable number you already have or that came from a valid website.



**Be wary of communications demanding urgent action**, requesting card or personal details, or requesting an advance payment to access/process a larger payout.

**DEVICE PROTECTION:** Credit union staff and members can take these preventative steps to protect personal information on their digital devices.

Make sure software updates automatically.

Install anti-virus software and keep it up-to-date.

Never leave a device unattended or unlocked

Create strong passwords:

- Utilize a mix of numbers, letters, and special characters.
- Don't use words in the dictionary like "P@55word."
- Use unique passwords for each device and website to minimize impact in case of a data breach.

To learn how Envisant can help you with your prepaid strategy, contact us at **1-800-942-7124**.