

RISK Alert

ACTIONABLE INSIGHTS FOR BOND POLICYHOLDERS.



Alert Type

Awareness

Watch

Warning

Help Employees & Members Prepare for Holiday Scams

The holiday season should be a time of celebration, so help your members enjoy it by alerting and educating them on holiday scams. This time of year ignites high-spending activities and tons of online and in-store shopping, making your members an easy target for fraudsters. Help your members stay informed on the latest and most common scams during the holiday season.

Details

With the holiday season quickly approaching, fraudsters are at the edge of their seats ready to steal your members information. Shopping is soon to hit the peak of the year, both in stores and online. But, don't forget about all of the other avenues where your members could fall victim. Traveling for the holidays increases traffic through airports, rideshares, etc.

It's important to educate your credit union staff and members as to what the con artists have up their sleeves for the coming holiday season. Awareness and education are key to helping everyone avoid scammers.

Risk Mitigation

Consider these tips when educating your staff and members on holiday scams:

Member Tips

- Sign-up for transaction alerts if offered, if not stay on top of your transactions by monitoring your account closely and report suspicious activity to the credit union immediately.
- Think before you click! And, this doesn't just pertain to emails, be wary of online ads, applications, eGreeting cards and much more. Cybercriminals mimic legitimate content making it difficult to detect, so lookout for slightly altered URLs.
- Don't trust a site or name you don't know and don't fall for the too good to be true prices.
- Use payment methods that offer tokenization. Many mobile wallets offer mobile, online and in-person settings that include tokenization.

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Risk Category: Consumer Payments, Cybersecurity, Funds Transfer/ACH

States: All

Share with:

- Risk Manager
- Plastic Card Department
- Marketing
- Branch Operations
- Front-Line Staff
- Member Services / New Accounts
- Executive Management



To share risk insights or gain additional assistance:

- [Report a RISK Alert](#)
- [Ask a Risk Consultant](#)
- Contact a CUNA Mutual Group Risk & Compliance Consultant
 - **800.637.2676**
 - riskconsultant@cunamutual.com

Help Employees & Members Prepare for Holiday Scams

- Have unique, complex passwords for sites that store your information and change your passwords frequently.
- Be cautious of the charities you are giving to online, in-person, and over the phone. Avoid donating to collection boxes and via phone and inquire the charity name and find them online.
- Ensure home computers, laptops, and tablets are protected with antivirus, anti-spyware and a firewall.
- Look for ATM and gas pump tampering, skimmers, or shimmers. Do not use the ATM or gas pump if you suspect tampering.

Credit Union Tips:

- Check your card parameter settings and current fraud rules to ensure they are in alignment with expectations. Use the holiday season as a trigger to conduct a check-up at least annually. Having card suppression settings turned on can expose you to significant losses by allowing fraudsters to bypass fraud rules.
- Be alert for “friendly” fraud perpetrated by members. Scripting questions and addressing common objections can help you maintain a positive experience while deterring “friendly” fraud. And, keep track of repeat offenders (cardholder black list).
- Require daily and weekly monitoring and reporting of the fraud.
- Take time to educate cardholders on making safer online purchases, reviewing statements regularly, signing up for alerts, and sharing common scams and fraud schemes.
- Improve your odds of detecting skimmers by finding more sources for alerts including CrimeDex, ABA Bank Capture, Fiserv’s Fraud Warnings, FIS SecurLock, Ripplshot ATM Fraud Detect.
- Educate employees on how to physically check ATMs and require them to do so often.
- Be aware of synthetic fraud – the construction of synthetic IDs based on combining truthful and false information to build a credit file and then open new accounts. Enhance knowledge-based authentication and know your customer techniques during acquisition.

Risk Prevention Resources

Access CUNA Mutual Group’s [Protection Resource Center](#) at [cunamutual.com](#) for exclusive risk and compliance resources to assist with your loss control. The Protection Resource Center requires a User ID and password.



Access the Protection Resource Center for exclusive resources:

- [Loss Prevention Library](#) for white papers & checklists
- [Webinars and Education](#)
- [RISK Alerts Library](#)

Check out these [areas of practice](#) to help you manage pressing risks.

The Protection Resource Center requires a User ID and Password.

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Interested in learning more?

Contact CUNA Mutual Group’s Risk & Compliance Solutions at **800.637.2676** or by email at riskconsultant@cunamutual.com for additional risk insights.