

January 2020 Security Newsletter
Phone Scammers Use Your Information to Steal From You

You must be careful every time you answer your phone. The call may be from a trusted friend or business. Or, it may be from a thief trying to steal your money. Today's thieves use your information to steal from you.

Earlier this month, a Greater Cincinnati Credit Union member received a telephone call saying her GCCU Visa card had been compromised. The caller ID on her phone indicated the call came from 800-803-1234. That number appears on GCCU's website. It is the number to call to report unauthorized transactions. The caller ID made the call appear legitimate.

The caller told our member that several suspicious transactions occurred in Chicago on her card. The caller said he wanted to verify the person he had called was the correct card holder. He then gave our member the last four numbers on her Visa card.

Our member was smart. She knew her card with those four numbers had been compromised more than a year ago. She had cancelled the card. When she cancelled her card last year, the phone number she called was different from the one on GCCU's website. The member realized the call which appeared to come from the 800 number was a scam. She told the caller her card was cancelled. He then quickly hung up on her.

If the caller had remained in the line, he would have asked more questions to elicit more information. It is likely he would have tried to get our member to give him access to her account. But the GCCU member was smart and aware of her finances. She was skeptical of the call.

Clearly, the caller was a scammer who had the technology to "spoof" a phone number, to make it look like he was calling from Visa. What is also clear, is that he had the number of a cancelled GCCU card. Such information is bought and sold by criminal enterprises on the Dark Web in their never-ending efforts to steal your money.

Another GCCU member got a similar phone call, but this one was spoofed to appear to come from our main phone number of 513-559-1234. That member also questioned the call and saved himself from being a victim.

Thieves today use all sorts of tools to acquire information in many ways. They compile this information and use it in various attempts to steal your money. By being aware of your financial information and remaining skeptical of unexpected calls, you can protect your money.

If you get a call which appears to be Greater Cincinnati Credit Union, but you are not sure, you can verify the call. Politely end the suspicious call, then call us at the phone number you know is safe. Outsmart the bad guys and protect your hard-earned money!