


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:



FreeMSG Knoxville TVA ECU Fraud Center
[1-833-735-1892](tel:1-833-735-1892): \$667.80 on card 0349 at DILLARDS 179 STO. If valid reply YES, fraud NO. To Opt Out, STOP.

YES

FreeMSG Knoxville TVA ECU Fraud Center
[1-833-735-1892](tel:1-833-735-1892) Thank you for confirming this activity. You may continue to use your card. To Opt Out reply STOP.

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

Wed, Aug 23 at 8:09 PM

FreeMSG-Knoxville TVA ECU
[1-833-735-1892](tel:1-833-735-1892): Reply YES or NO if you used debit card ending 2194, LOUDGAMIN in FL, \$49.95. STOP to opt out

No

FreeMSG Knoxville TVA ECU Fraud Center. Your response has placed a block on the card. Call us immediately at [1-833-735-1892](tel:1-833-735-1892), avail 24/7. To Opt Out reply STOP.

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



< +18653392346

Thursday, December 2, 2021



FreeMsg:KNOXVILLE
TVA ECU Debit Card 2585
Verify Activity \$953.89
@WALMART Reply Y
if recognized, or N if
unauthorized .Reply STOP
to stop msgs.

6:54 PM

6:55 PM



Thanks a customer agent
will be contacting you
shortly.

6:56 PM

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.