

What to know about them and how to avoid them



WHAT IS IT?

A person calls and says they are your grandchild or other loved one, and they need your help with an emergency - a medical crisis or legal trouble.

SEE THE RED FLAG!

They urgently need you to send money, and may insist on secrecy.

WHAT TO KNOW

The caller may have obtained information about your personal contacts online. This will make the impersonation seem real.

 If you believe you've been a victim of fraud, please visit your nearest DCU branch for assistance.

WHAT TO DO

DO NOT send any money!

Be suspicious - do not confirm or give any personal information.

Call your loved one or another family member to verify the emergency.

If contacted by email, mark them as SPAM. If contacted by phone, hang up and BLOCK the number.

WHERE TO GET HELP

- Tell a friend or family member.
- Visit your nearest branch and speak with an MSR before sending any money.