

URGENT MESSAGE: FRAUD ALERT!

National Retailer Security Breach

It has come to our attention, as many as 1200 members who used their VISA® debit cards to make purchases between May 5th to December 21st 2015, may have been affected by a Retailer Security Data Breach, at no fault of your credit union.

Information such as names, card numbers, expiration dates, security codes and PIN numbers may have been exposed to unauthorized personnel. More information regarding what you should do to protect yourself from fraud can be found on CSE's website at www.csefcu.org.

If you have used your CSE debit card at any retail store between May 5th and December 21st, CSE Federal Credit Union recommends the following steps be taken immediately:

1. Monitor your account. We are recommending monitoring your checking account purchases and pending credit/debit card transactions through CSE Online, CSE MOBILE, statements, or by contacting one of our Member Service Representatives.
2. Manage Passwords & PINs. It is in your best interest to change your current Passwords & PINs associated with current debit cards to avoid a potential future breach. It is recommended not to duplicate passwords from possible compromised card.
3. Update your Information. If you have recently changed your address, phone number, etc. and have not notified us of the change please do so via CSE Online or visiting the nearest CSE location. Watch for Suspicious Activity. If you suspect your account has been compromised contact a Member Service Representative at 337.477.2000 or visit a CSE location nearest you.
4. Check www.csefcu.org, CSE Online or visit your nearest CSE Location for Updates. We will provide updated information as we receive it.
5. Contact CSE. If you do suspect fraud or receive any indicator such as a text or phone call to confirm your card information, **do not respond**, and contact us immediately. As always, please remain vigilant while using your debit/credit cards and review your accounts regularly for fraudulent activity.

NOTE: DO NOT RESPOND. CSE Federal Credit Union DOES NOT send messages requesting personal information via email unless the communication was first initiated by a member request. Do not respond to any emails, text, or phone messages requesting personal or account information. CSE FCU highly recommends that any personal information requested be made by the member by contacting (337) 477.2000, or (800)625.5747. Remember, if you're not sure – hang up and call CSE directly.