

Protecting Your Interests!

In this, the "information age", it is becoming progressively more difficult to protect ourselves against theft of our personal information.

With increased frequency, the security of retail computer systems is compromised and our personal and financial information is exposed to these hackers. Card issuers nationwide, like your credit union, are responding to this problem daily.

We want to assure you that we take every precaution to ensure your credit and/or debit accounts are continually reviewed for maximum security.



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What is a Compromised Card?

Important Information
Regarding Your Credit and
Debit Accounts Inside



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What is a Compromised Card?

A “compromised card” is actually a credit or debit card upon which the account information has been compromised. When the security of the information specific to your credit or debit card becomes questionable, the potentially affected cards are referred to as “compromised.” Generally, the situation involves computer hackers gaining access to a merchant’s computer system and retrieving information about purchases made, which could include credit or debit card information. Each situation is different and can affect a wide variety of card issuers from large commercial banks to your local credit union.

There are many accounts compromised each year and although the affected merchants are not always identified, you should note it is NOT typically the credit union’s system that was breached, but rather the system that handled the retail transaction.



How Does My Credit Union Learn About these Accounts?

Once a compromised potential is identified, Visa® will review their files and notify the affected card issuers – like your credit union. The credit union must then decide on the best course of action to address the issue. In some cases, canceling the current account and reissuing a new plastic card with a new account number best protects both the cardholder and the credit union from potentially fraudulent transactions. In other cases, careful monitoring of the account activity is sufficient. In either case, your credit union will act with the best interest of its members in mind.

Why Haven’t My Other Plastic Cards Been Cancelled or Reissued?

It is up to each card issuer – the credit union or other financial institutions – to decide how to best respond to the situation. In general, the credit union world has been particularly pro-active about canceling accounts as a way to protect personal member information. It is likely that other card issuers you may do business with have received notification of a security breach and have chosen a different course of action.

What Can I Do to Protect Myself and My Credit Union?

If you become aware of any unusual activity on your credit or debit card, **NOTIFY YOUR CREDIT UNION REPRESENTATIVE IMMEDIATELY!** We will move quickly to best protect your account from that point forward.

We encourage you to continue to use your credit union credit and debit cards. We are proud to be able to offer a secure, well-priced and competitive product.

Please contact us with any additional questions you may have.

