

Fraud Checklist:

What to Do if You've Been Scammed



If you believe one or more of your accounts with us has been compromised due to fraudulent activity, follow these steps:

- Contact us.
- Change your Online Banking username and password.
- Close any compromised accounts.
- File a police report.
- Notify the credit bureaus (Equifax®, Experian® and TransUnion®).
 - Equifax: 1-888-378-4329 or go to www.Equifax.com and click on Credit Report Help
 - Experian: 1-888-397-3742 or go to www.Experian.com and click on Credit Support
 - TransUnion: 1-833-806-1627 or go to www.Transunion.com and click on Consumer Support

If you believe your computer was compromised, follow these steps:

- Have the compromised device scanned for trojans and viruses by an authorized computer technician.
- Using a different device, change all usernames and passwords on all of your financial accounts.
- File a police report.
- Notify credit bureaus to freeze your credit report to help prevent a fraudster from applying for credit cards in your name and having your credit score obtained.
- Notify all of your financial institutions.
- Change your email passwords.

Reminder:

It's important to review your accounts regularly to identify any fraudulent or unauthorized transactions.

Your safety comes first:

At VeraBank, keeping your funds and identity safe is our top priority. If you have questions or concerns, please visit your nearest branch or call us at 877-566-2621, Español 888-281-6123.

Important!

VeraBank will NEVER ask you for your Online Banking password or your debit card PIN. For your security, please do not give this information out to anyone, whether online, by email, by phone, by text, or in-person. When in doubt, check with VeraBank and we can help determine if it is a scam or phishing attempt.



To report a lost or stolen debit card,
call 800-530-2265, Español 888-281-6123.

