

Stay Informed: Watch Out for the Latest Scams

Learn how to spot these common scams so you can protect yourself and your loved ones:

- AI Powered Scams
- Student Loan Forgiveness Scams
- Imposter Scams
- Employment Scams
- Romance Scams

INSIDE: • The Latest Scams You Need to Know About

- Stuff the Bus
- Summer Travel Tips



The Latest Scams You Need to Know About

In 2023, the FTC received fraud reports from over 2.6 million consumers resulting in losses of more than \$10 billion. Scammers are more prevalent than ever, but becoming a victim of a scam is avoidable when you educate yourself on their tactics. We want to make sure our members and the community stay vigilant against falling for fraudster's tricks, so here is information on common scams you should watch out for:

AI Powered Scams

Scammers are getting smarter and finding creative ways to leverage new technology like artificial intelligence (AI). Scammers might use AI to write convincing phishing emails and texts, create deepfakes of celebrities to trick victims into investing in fake companies, impersonate a victim's friend or family member to ask for money or impersonate an employer to ask for personal information. The potential to create an image, video or voice of someone else has proven to be an extremely effective tool for scammers.

Student Loan Forgiveness Scams

According to a 2024 article from Nerd Wallet, roughly 43 million Americans have outstanding federal student loan debt, and the back-and-forth changes in student loan forgiveness programs create ripe conditions for scammers. For example, these scammers may try to contact you over the phone or create fake loan forgiveness application sites in order to steal your Social Security Number or bank account information. They may pressure you to act immediately so you don't miss the application deadline. Remember, it costs nothing to apply for student loan forgiveness and they will not ask for your personal information over the phone. If someone is trying to charge you or ask for your information, this is likely a scam.

Imposter Scams

According to the FTC, imposter scams were the most commonly reported scam in 2023. In these scams, imposters will pose as government or business officials and use scare tactics to try and get you to hand over private information like your Social Security Number or your bank account information. An important rule of thumb to remember is that a government official will not ask you to share your sensitive information or demand payment over the phone. If you are unsure about a caller, hang up and call the organization back at their official phone number listed on their website.

Employment Scams

Employment scams are fairly new to the scene and have become increasingly popular. These scams often target individuals who are looking for work and use enticing lures on the victims. Some scammers take a slow approach with interviews, making the operation seem legitimate. They will gather personal information about their victims and then ask them to purchase equipment or special training for the role with the false promise they will be paid back.

Romance Scams

Romance scams target singles looking for love. The scammers create fake profiles to strike up conversations on dating and social media sites. They try to build trust with their targets and will eventually make up a story and ask for money. They will often say they are working outside of the country and will ask for money to purchase a return airplane ticket, to pay off debts, to pay for surgery or other emergency medical expenses. After they have received their money, the scammer will often disappear without a trace, leaving the victim both heartbroken and financially vulnerable.

For more information about common scams and how to avoid them, visit sdccu.com/scams. Additionally, register for our Financial Wellness Webinars to learn how to avoid fraudsters at sdccu.com/fww.

School Supply Donation Drive

During the last school year, more than 21,000 students were identified as experiencing homelessness in San Diego County. Kids face many hardships and having access to school supplies should not be one of them. Donations made in San Diego will go directly to the San Diego County Office of Education, while donations made in Orange and Riverside County will go to the Angels Baseball Foundation in support of their annual Back 2 School Drive. To donate, visit any SDCCU branch location, participating Jersey Mike's locations in San Diego and Orange counties or donate online at sdccu.com/donate.



Traveling This Summer?

Make sure to take the proper steps to ensure that your accounts are not flagged for fraudulent activity and that you maintain easy access to your funds.

1. Set a Travel Alert

You can easily set a Travel Alert within Internet Branch online and mobile banking¹ or you can call us at (877) 732-2848.

To set the Travel Alert within Internet Branch online banking, visit the Self Service tab, then under Card Services, click on Travel Notifications. From there, enter your dates of travel, the destinations you'll be visiting, your contact information and your SDCCU credit and/or debit card numbers. Make sure to specify whether you will be traveling internationally or domestically.

2. Set Up Account Alerts

Account alerts are a great option to stay up-to-date on your account details while traveling. SDCCU offers customizable text and email alerts on your accounts that can notify you of any suspicious account activity.

To set up Account Alerts within Internet Branch online banking, navigate to the Self Service tab, then under Personal Information, click Alert Preferences.

3. Contact Your Cellular Service Provider

For SDCCU members traveling internationally, remember to contact your cellular service provider to inquire about international access. International access will ensure that you will be able to obtain the one-time passcodes to gain access to your SDCCU account.

Visit sdccu.com/traveltips for more information.

¹Message and data rates may apply.



SDCCU in the Community

SDCCU Stuff the Bus – Donate Now

SDCCU is partnering with the San Diego County Office of Education, Jersey Mike's® and the Angels Baseball Foundation to collect monetary donations to purchase back-to-school supplies for students in need in our communities. For more information or to donate online, visit sdccu.com/donate.

Your Life, Your Legacy Webinar – July 10

We plan for birthdays, college, weddings and other life milestones. Doesn't it also make sense to have a plan in place when it comes time to settle your legacy? In partnership with Dignity Memorial, SDCCU is hosting a webinar that can help answer some of the most important questions you should consider so you can focus on enjoying life knowing your family doesn't have to worry. Register online at sdccu.com/fww.

SDCCU Furever Friends Adoption Program

SDCCU is thrilled to partner with Rancho Coastal Humane Society (RCHS) on a new program to help find loving homes for our furry friends. The Furever Friends adoption program highlights animals with special needs, seniors and long-term RCHS residents looking for a home. To learn more, visit sdccu.com/petadoption.

SDCCU Classroom Heroes®

Do you know an AMAZING teacher? SDCCU and the San Diego County Office of Education recognize three local "Classroom Heroes" every quarter. Winning teachers will be featured on SDCCU's social media platforms and receive a \$250 Visa® gift card. Teachers, students, parents and the community are encouraged to nominate a deserving teacher by visiting sdccu.com/classroomheroes.

SDCCU Biz Kid\$ Program

SDCCU is proud to share the SDCCU Biz Kid\$ Program with teachers and parents to help engage kids with a fun and interactive way to learn about money and business. The program includes an Emmy Award-winning television series, free curriculum, outreach activities and a website for kids of all ages. For more information and access to online resources, visit sdccu.com/bizkids.

For more information on SDCCU's community support, visit sdccu.com/community.

Visit sdccu.com for open branch locations and hours.

SDCCU will be closed in observance of the following Federal Reserve holidays:

Independence Day – Thursday, July 4

Labor Day – Monday, September 2

Compliments & Complaints

We welcome your feedback as we strive to provide you with exceptional service. Please send all compliments & complaints to P.O. Box 261209, Attn: Compliments & Complaints, San Diego, CA 92196-1209.



Equal Housing Opportunity
NMLS #580585



(877) 732-2848

Membership required. For more information on products and services, visit us at sdccu.com.

Equal Opportunity Employer



Included with your June 2024 statements.

Important changes to Account Terms included with your February 2024 Visa® statements.

San Diego County Credit Union

Upcoming Changes to Your Consumer Credit Card

Effective March 31, 2024

The following is a summary of the changes that are being made to your VISA® account.

- Cash Advance balances, which include overdraft protection transfers from your credit card, will be limited to 20% of the card limit on future transactions
- Balance Transfers will be limited to 50% of the card limit on future transactions
- The combined Cash Advance and Balance Transfers will be limited to 50% of the card limit on future transactions

These limits apply to the total charges by all authorized users on the account and will take effect on March 31, 2024.

REV. 02/2024

San Diego County Credit Union

Important Changes to Your Account Terms

Effective May 1, 2024

The following information amends the Consumer Credit Card Agreement and Disclosure that was previously provided to you:

The following is a summary of changes that are being made to your Visa® Signature credit card account terms due to changes in market conditions¹. These changes will take effect on May 1, 2024. This fee will be applied when you are assessed your next annual fee.

The annual fee will increase to \$99 per year.

You have the right to reject these changes, unless you become more than 60 days late on your account. You can reject these changes by calling us at (877) 732-2848. However, if you do reject the changes you will not be able to use your account for new transactions.

¹Applies to all Signature Visa credit card accounts.

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