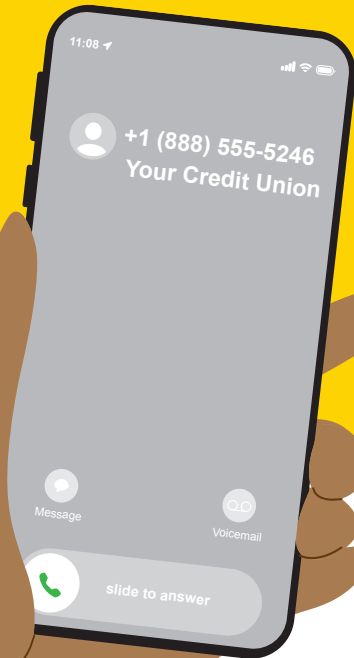


CALL SPOOFING

Do not assume that phone numbers appearing on your call display are accurate.



Criminals use call spoofing to mislead you.

The phone numbers that appear on your call display on your phone can be fake, and the caller is a criminal trying to access your account information and money.

How to spot a spoofed phone call

- Never assume phone numbers appearing on your call display are accurate, especially if the call is unexpected.
- The caller tries to create urgency or threaten you to act, saying your account is at risk.
- The caller requests you share your PIN, passwords, one-time verification codes sent to your phone, or your bank account number.
- The caller pressures you to not hang up and not call back on a trusted number.
- A spoofed call can happen any time of the day, even in the evenings or on holidays.
- **NDCU does not have a call centre or a Fraud Department that would ever make calls like this anytime of the day, including in the evening, or on weekends or holidays.**

Protect yourself!

- Never share sensitive or personal financial information with anyone over the phone or in a text message.
- If you get an incoming call claiming to be from a financial institution, end the phone call and call back using a trusted number that you search for yourself on the back of your debit card, account statement, or official website (www.nelsoncu.com).
- When in doubt, hang up immediately if a call feels off or unusual. If the caller phones you back, do not pick up.