



# Fraud Facts: The Importance of Protecting One-Time Passcodes

## Protecting Your Account Information

In order to better protect the privacy and confidentiality of our member's account information, cPort Credit Union uses a security method called **Multi-Factor Authentication (MFA)**.

There are several types of MFA options – cPort commonly utilizes a one-time passcode (OTP). With OTP, a single use code is generated and sent directly to the cPort member via text message, telephone call, or email. cPort will use this code when we want to verify that the member is in fact the person requesting certain services.

## Examples of When cPort May Provide You a One-Time Passcode:

- Accessing your online banking from a new device or computer
- Calling after-hours support for adjustments to your debit card

In recent years, cPort has significantly strengthened its fraud prevention system and reduced debit card fraud with chip technology. Because of these enhancements, scammers have resorted to contacting our members directly to get information needed to bypass our enhanced fraud prevention systems. Scammers may do this by posing as a cPort employee to gain your trust. They may even go as far as “spoofing” cPort’s phone number when they call you.

### **Spot the Scam Before It Happens**

The **only** time you will be sent an OTP is when you are requesting services, as outlined above. If you unexpectedly receive an OTP followed by a phone call asking to provide the OTP, do not provide it. The person requesting the OTP is a scammer. cPort will never initiate a call asking for an OTP. If someone does call you asking for an OTP or any other personal information, hang up immediately, and call cPort directly.

### **Examples of These Scams Include But Are Not Limited To:**

- An online lender asking for an OTP to place funds into your account electronically
- An online friend asking you for an OTP to deposit a check online into your account

- A job offer where the employer asks you to for an OTP in order to pay you
- A credit union employee calls to inform you of an issue with your account and asks for the OTP to correct the issue

## **A Few General**

### **Fraud Prevention Best Practices to Keep in Mind**

Regularly check your account activity online – this will help you identify potentially fraudulent activity quickly.

We're here to help. If you receive a suspicious call or text, call cPort directly at 1-800-464-0253. Even if our offices are closed, option 2 on our main menu will connect you to 24/7 card support.