



March 25, 2020

Dear Valued Member,

Like you, we continue to monitor events surrounding COVID-19 and are taking appropriate precautions to combat the spread of the virus. We take your safety, and the safety of our Team Members, seriously. With this in mind, we have taken steps to initiate an environmental cleaning campaign inside our branches and have transitioned to delivering financial services primarily through our drive -up windows with lobby access available by appointment. We are confident these reasonable, practical steps will limit the potential for exposure to you and our Team Members.

While our physical health is the priority during this challenging period, as a financial institution, we cannot take our eyes off the threats to your financial health. A troubling reality is that, in times like these, dishonest individuals leverage fear tactics and use sophisticated methods to steal from many people. These individuals may use this situation as an opportunity to take advantage of you.

We wish everyone could be expected to act with integrity and conduct themselves properly in times such as these, but there are too many actors with bad intentions seeking to target your trusting nature. Members Choice Financial Credit Union encourages all our members to practice additional caution when interacting with any unsolicited offer of assistance. By observing some everyday precautions, you can protect yourself, and your loved ones, from falling victim to a scam.

Some of the frequent indicators of a scam include:

- **Private Information:** A government agency or financial institution who has initiated contact with you will not require you to provide private, personal information over the phone or via electronic communication such as your full social security number, full account number, passwords, etc. Requests for information such as this should be treated as a possible red flag.
- **Unsolicited offers:** If you were not expecting a call or email or otherwise did not initiate the contact, it could be a red flag.
- **Sense of urgency or limited time offers:** Scammers will attempt to provoke you into immediate action and catch you off guard. No legitimate financial institution or government agency will force you into action or threaten you with punitive action if you fail to act quickly.
- **Was something promised:** Scammers often promise high return investments or guaranteed investments. If something sounds too good to be true, it most likely is.
- **Stay away from products that claim to prevent the disease:** Scammers may contact you via email offering to sell you a preventive measure or cure for COVID-19. The FTC has warned consumers that there are no vaccines, pills, etc. available to treat or cure COVID-19 at this time.
- **Payment with gift cards:** Scammers will request that you purchase gift cards and transfer the information to them via text or SMS message. Once the information is sent, the money is gone, and you cannot get it back.

- **Request for full or partial return of funds:** Scammers will often provide checks in large amounts and request you to provide some, or all, of the funds back to them. If this occurs, it could be a red flag.
- **Secrecy:** Scammers will often ask that you keep information discussed a secret. Never make a financial decision without consulting with a trusted financial partner.

The bottom line is that during this global crisis, scammers will be out in force. Scammers are using the backdrop of the current tax season and possibility of government relief to take advantage of many individuals. These scammers will use every effort to manipulate you into giving away your money, and once it is gone, it's gone.

Members Choice Financial Credit Union is your trusted financial partner. If you receive an unsolicited offer, if you are contacted by anyone asking for your financial or medical information, or if you receive any other contacts that make you feel uncomfortable, please do not hesitate to call us so we may provide some guidance.

Working together we can combat both the virus and the bad actors in the world.

Thank you for being part of Members Choice!

A handwritten signature in black ink that reads "Jim Barbarich". The signature is written in a cursive, flowing style.

Jim Barbarich, CEO