



Tips on Keeping Yourself Safe on the Internet

1. **Keeping your Information Private.** Be extremely careful if you have to use a library, cruise ship, hospital or other public computer to access your account. Online creepers can obtain your username, pin number, and even answer your security questions and passwords. Sunrise Family Credit Union does not encourage using a public computer for your online banking at any time.

Your emails can be masked text messages to look like they come from trusted sender. Never send your account Number or other personal information through the email or text information to anyone. Never include a hyperlink to link to access your Sunrise Family Credit Union online Home Branch account. Always make sure websites begin with "https" Sunrise Family uses *Starfield Technologies* they work with *GoDaddy*.

Sunrise Family Credit Union will never place a phone call, text or email to you claiming to be a SFCU representative asking for your private information. If this happens please call SFCU immediately to report it 800.589-1079. Sunrise Family Credit Union will NEVER give out or sell your private information to anyone EVER.

2. **Account Information.** Even if you haven't done any recent transactions. Early detection will stop fraud quickly.
3. **Passwords.** Sunrise Family Credit Union encourages members to have strong passwords that include at least 8 characters long, please use upper and lower case letters, use numbers and special characters. Change your passwords regularly, do not give out your passwords to anyone or allow anyone else to use your passwords.
4. **Websites.** Watch website hyperlinks that redirect you to another website. Sunrise Family Credit Union will only redirect you to safe websites within our website www.sunrisefamilycu.org. Always use caution. Unknown or unfamiliar hyperlinks may attach a virus to your computer when clicked on.
5. **Logging Off.** Always log off your SFCU online banking session and never just close the "X" out of your banking sessions.
6. **Risk Management.** SFCU encourages you to keep your information safe. Install a good antivirus protection program on your computer. It is your responsibility to protect yourself and computer against all fraud.
7. **Credit/Debit Card Compromise.** Card fraud detection "Falcon" may contact you on behalf of SFCU to verify unusual credit or debit card activity and transactions. They may call you, email or send a text to verify with you. Always contact SFCU before you travel within or out of the US to prevent fraudulent transactions. We have a form for you to fill out the "who, what, where and when" of your travel plans. If you have any questions or concerns contact Sunrise Family Credit Union at 800-589-1079 or email info@sunrisefamilycu.org to Sunrise Family Credit Union Member Services.