



FirefightersFirst
CREDIT UNION

STOP. PAUSE. VERIFY.

Scams don't always look like scams. When something feels off, taking a moment can make all the difference.

WHAT SCAMS CAN LOOK LIKE

- Unexpected messages asking you to click or confirm information **Phishing or smishing**
- Someone pretending to be your credit union or a trusted company **Impersonation scams**
- Someone building a relationship before asking for money or access **Romance or "catfishing" scams**
- Someone offering help, then asking for control over finances **Trusted person exploitation**



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800.231.1626



HAVE A PLAN

- Stop and take a breath
- Do not share personal or account information
- Do not click links or download anything
- Hang up and call back using a number you know
- Talk to someone you trust before doing anything

KNOW WE'RE HERE

- Call Firefighters First
- Call someone you trust
- Come in to a branch

SIMPLE PLAN

**“If something feels off,
pause and call you first.”**



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