

Security

Non-public information

We do not disclose any non-public information we receive from you to anyone except as permitted by law. We will never ask by phone or email for personal confidential information such as your Social Security number or date of birth. Never provide any personal confidential information to anyone over the phone or the internet unless you initiate the contact. Report suspicious calls or emails to the Federal Trade Commission at ftc.gov or 1-877-IDTHEFT. If you fall victim to an attempt to steal your identity or find yourself in a fraud situation, act immediately to protect yourself. Alert your financial institution and place fraud alerts on your credit files. Monitor your credit reports and account statements closely.

What Members Can Do to Help

Riverview Credit Union is committed to protecting the privacy of its members. You can help by following these guidelines:

- Protect your account numbers, card numbers, PINs (personal identification numbers), and passwords. Never keep your PIN with your debit or credit card. If your debit card is lost or stolen, call and report it as soon as possible by calling 1-800-383-8000.
- Use caution when disclosing your personal confidential information, such as account or Social Security numbers, to others. If someone calls you, explains the call is on behalf of the credit union, and asks for any personal confidential information, hang up immediately. Official credit union staff will never call you to ask for your personal confidential information we already have on file.
- Keep your information with us up to date. We must have the most current information on how to reach you. If we detect potentially fraudulent or unauthorized activity or use of your account, we will attempt to contact you immediately. Please let us know if your address, email address, or phone number changes.
- Information transmitted over the internet or sent by email is not secure and is at risk of loss of confidentiality. We do not recommend emailing any personal confidential information such as social security or account numbers.

If you have any questions or concerns, please get in touch with us at 651-224-4631.