

Members Beware

RVA Financial FCU has received reports of members receiving telephone calls from RVA Financial's fraud department. These imposters are requesting account information that WE NEVER ASK when calling our membership.

Representatives of RVA Financial **WOULD NEVER** call and ask for your member number, account passwords, debit/credit card information or transaction history.

Things You Can Do for Protection

- **Do not answer any personal account information questions**
- **Never give out your online banking or mobile banking credentials, including personal verification codes**
- **Use Card Controls in online banking or mobile app to lock/unlock your debit and credit cards**
- **Set up Text Alerts in your online or mobile banking app**
- **Notify RVA Financial right away if you feel you have been exposed to a scam involving one of your RVA Financial accounts**

Remember.....RVA Financial will never call you and ask for your personal account information. Never give out your online banking credentials, including your personal verification codes.

Reporting suspicious texts, emails or calls

- Notify RVA Financial right away if you feel you have been exposed to a scam involving one of your RVA Financial accounts or your online banking.
- If you feel you have given or entered any information to a possible fraudster, **please call us immediately at 804-359-8754**. We can block your accounts, cards or reset your online banking credentials.