



MADISON NEWS  
CREDIT UNION

1901 Fish Hatchery Road • Madison, Wisconsin 53713 • (608) 252 6495 WINTER 2008/2009  
www.madisonnewscu.org

## PROTECT YOURSELF FROM FRAUD

With so many different scams and ways to commit fraud out there, MNCU wants to remind everyone to protect your personal information. The perpetrators are becoming much more sophisticated in their attempts to get your personal information. Phony e-mails are being sent to credit union members and non-members, and now they are using the telephone (this is called “vishing”) to get your personal information. They may say that your account information is out of date and your account will be shut down if you do not give them your account number, user name, password or PIN.

Another recent scam involves someone stating they are from the IRS and that you have a refund coming to you, but they need some personal information from you. The IRS will not ask you for this information because they already have it.

If you receive such an e-mail, do not respond to it or click on any link. Delete the message. If you receive a suspicious phone call, hang up. If you have already responded to one of these e-mails and provided any confidential information, contact the credit union immediately.

Also, if your Debit or Credit card is lost and/or stolen, you need to inform the credit union as soon as you realize the card is lost. If this is after our regular business hours, call 1-800-236-2442 for a lost/stolen Debit card and 1-800-325-3678 for a lost/stolen Credit card.

There has been a huge string of fraud with Debit and Credit cards nationwide. This recent fraud started on the east coast and moved through the Midwest in the middle of December.

Many credit unions and banks in the area were affected by this. MNCU decided to shut down all signature based transactions using your debit card. Thank you for your patience and understanding during the Holiday season when many of you were shopping. We took the approach that it is better to be “safe than sorry”.

Please be sure to monitor your charges and keep your cards protected. This is a reminder to check your credit report.

## FREE CREDIT REPORTS

The three major credit-reporting agencies are required to provide consumers with one free credit report per year. This is one of the provisions of the FACT Act (The Fair and Accurate Credit Transactions Act). It is strongly advised that consumers take a look at their credit reports at least once a year to be sure that they are not victims of identity theft or some other form of fraud.

If you suspect that you are a victim of fraud, you should contact the credit union and all three major credit-reporting agencies immediately. You can place an alert on your credit file and any potential creditors will be put on notice that caution must be used when granting credit. Continue to monitor your credit files and account statements closely.

Visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call 877-322-8228 to obtain your free credit report.

## Credit-reporting Bureaus Contact Information:

Equifax 1-800-685-1111  
Experian 1-888-397-3742  
TransUnion 1-800-888-4213

Continued on back

## VERIFICATION OF ACCOUNTS

Each year on December 31st the internal audit committee conducts a VERIFICATION OF ACCOUNTS. You are asked to review your balance and be sure that all activity is accurately reflected on your statement. If you have any questions regarding inaccurate recordings, please contact:

Bonnie McKenna  
c/o Capital Newspapers  
P.O. Box 8056  
Madison, WI 53708  
608-252-6230 or 800-362-3833 ext 6230

## NEW FEE SCHEDULE

MNCU has updated some of the fees for costly services.

Starting in February 2009, the following changes will be in effect:

- Money Orders \$ 2.00
- Check Cashing Fee \$ 5.00  
(if balance is less than \$100)
- ATM Card monthly fee \$ 2.00
- IRA Closure \$30.00

## ADDRESS CHANGES

Be sure to let the credit union know your new address when you move. Monthly statements that are returned to the credit union are very costly. If a statement is returned with no forwarding address, a \$5 fee will be assessed to your account. If a statement with a forwarding address is returned, your account will be assessed a \$2 fee.

## SURCHARGE FREE ATMS

Madison News Credit Union is a member of Alliance One. The Alliance is a group of credit unions that have joined together to provide you with surcharge-free ATMs. If you are being charged at an ATM for transactions, visit the Alliance One Web site for a list of surcharge-free ATMs at [www.atmallianceone.org](http://www.atmallianceone.org).

## TAX REFUNDS

You can have your income tax refund deposited directly into your account at MNCU. ACH (electronic) deposits are easy, safe, and secure and you don't have to worry about delays with the mail or someone stealing your refund check from your mailbox. You will receive your refund much sooner (usually within 1 week) by having it deposited directly to your account. All you need is your account number and the ABA number (275978705) for MNCU. You can have your refund deposited whether you file online or if your accountant prepares it for you.

When initiating an ACH (electronic) deposit to or withdrawal from your account, be sure to add the check digit at the end of your base account number to specify **checking**. This number can be found on your checks. Do not add any leading or trailing 0's. For a savings deposit, use your base number. Please call the credit union for assistance if you have any questions, and we will be glad to help you.

## HOUSEKEEPING NOTES

Your monthly statement is now 2-sided. Be sure to check both sides when balancing.

Better yet, why not sign up for e-statement? You will receive your account statement days before the paper statements. You will be able to retrieve your statements for up to 2 calendar years. It is safe, convenient and easy, so sign up today!

## HOLIDAY HOURS MNCU WILL BE CLOSED

January 1<sup>st</sup> New Year's Day  
January 19<sup>th</sup> Martin Luther King Jr. Day

Have a safe and happy New Year!