Be Aware of Fake Fraud Alert Messages

Dear Valued PCMCU Cardholder,

We have become aware that fraudsters are posing as PCM Credit Union's Fraud Department with the intent to gain your card information and your online banking login credentials. Text messages and phone calls are being received from local (920) phone numbers.

Important things to remember:

- A valid PCMCU Fraud Text Alert will be sent from a 5-digit short code, not a 9-digit phone number.
- PCMCU will NEVER ask you for your online banking login credentials.
- If someone initiates contact with you, do not provide your card number, expiration, or 3-digit code. When in doubt, hang-up and call us directly.
- PCMCU's Fraud Department does not have access to check if your card has been added to a digital wallet, like Apple or Samsung Pay.

If you received one of these text or phone alerts and gave out personal information, or if you have a question regarding a notification, please contact our specialized Member Experience Team directly at 920-593-2201. If you have not responded to a fraud alert text or phone call, no action is needed on your part.

Sincerely,

Kelley Gereau

Kelley Gereau
Director of Operations

Protect Yourself in the Future

Cards is a powerful card management tool located inside PCMCU's mobile app. Turn your card on and off, manage and track spending activity, detect fraud, set travel plans, and more all from the palm of your hand.

Learn More

Already have your card added to the app? You can easily turn your card off if you suspect fraudulent activity. Here's how:

1. Log in to PCMCU Mobile
2. Click Cards on the bottom menu
3. Right underneath the image of your card, toggle the slider to the off position

PCM Credit Union

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