

MEMBER NEWSLETTER

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Top News

Rockland Federal Credit Union recognized:

- Forbes 2024 list of Best-In-State Credit Unions
- 2023 Top Loan Originator by Bankers & Tradesman

RFCU Expansion:

- Opening of New Branch in **Brockton, MA** to Serve Growing Demands

In this issue

- Learn How to Protect Yourself from Debit Card Fraud
- 2024 Board of Directors Elections
- Annual Privacy Notice





Protect Yourself from Debit Card Fraud

A convenient way to pay, stay informed and keep your account safe!

When you make a purchase with a debit card are you worried about your sensitive information being compromised? It's hard not to be these days, given the frequency of reports about data breaches and identity theft. Given the focus on credit cards, you might be surprised to learn that consumer experts are equally concerned with fraud involving your "other plastic," aka your debit/ATM card.

A quick look at debit card fraud statistics:

- In 2021 there were over 68K reports of debit card fraud totaling over \$140 million in total loss.
- Nearly 65% of people with credit or debit cards (so about 141 million people) have experienced credit card fraud at least once. (source)
- All types of debit card and credit card fraud are on the rise.

Consumer experts say that fraud is still on the upswing and scammers are finding ways to outwit the chip. So as an active consumer, what should you do to ensure your information is secure?

Consider these three takeaways:

- 1) Be aware of your surroundings when using an ATM
- 2) Monitor your checking account for unauthorized transactions, using electronic banking tools.
- 3) Know what to do should you have a problem.

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Protect Yourself from Debit Card Fraud

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Beware of Skimmers at Unknown ATMs

Small devices with tiny cameras can be secretly attached to ATMs or retail terminals and illegally record every debit card transaction – these are called “skimmers.” So, watch for anything unusual near the card entry slot when you use retail terminals or ATMs. Of course, sophisticated scammers often place skimmers inside terminals, where they can’t be seen. But if your card doesn’t enter the slot smoothly, that can be a warning sign. And if you do notice this, call the financial institution that owns that ATM immediately, if there is one, to report a potential skimmer.

See the Light

It’s best to use only ATMs that are inside of or adjacent to financial institutions.

The “well-lighted” rule goes for other places, such as gas stations. If you’re paying with a debit card, try to use a pump that’s close to the building.

Monitor Your Account

One silver lining with debit card fraud -- it’s fairly easy to spot. Consumer advocates suggest you take these steps:




- **Use RFCU Online Banking.** Check your balance and recent transactions daily, looking for purchases or withdrawals you didn’t make.
- **Sign up for alerts.** Set up alert notifications in RFCU Online and Mobile Banking for significant activity involving your accounts.
- **Switch to e-Statements.** If you miss something while monitoring online banking, you might see it while viewing your monthly electronic statement. Signing up for e-Statements also eliminates the possibility of having account information stolen from your postal mailbox.
- **Keep several accounts.** Checking accounts are great places to keep money for everyday expenses. But consider moving extra cash into savings accounts, Money Markets or Certificates. Doing so could limit the financial damage should you become a debit card fraud victim. Plus, you’ll earn interest on your deposits.

Report Problems Quickly. Please contact us with any questions or to report problems with your account. You can reach us at (800) 562-7328 or (781) 878-0232.



Did you know?

We offer **FREE eStatements**

-  24/7 Access
-  Safe and Secure
-  Less Clutter

It's easy to enroll!

1. Primary Account holder logs into RFCU Online Banking
2. Select **Additional Services**
3. Select **eStatements**
4. Read and accept the eStatements disclosure, and submit the agreement

2024 Board of Directors Election

All Credit Union members are invited to attend the 102nd Annual Meeting of the members of Rockland Federal Credit Union. The meeting will be held on **Wednesday, November 20, 2024** at 241 Union Street, Rockland, MA. The nominating committee has re-nominated current Board Member Paul Lane for the existing three-year vacancy.

Paul Lane

Paul is currently Treasurer of the Board of Directors and is self-employed as a tax consultant. He has been a member of the Board since 1995. Paul is a graduate of Northeastern University with a BS in Accounting. He holds the status of Enrolled Agent from the Internal Revenue Service. He has over 30 years of experience with credit unions both as an examiner for the National Credit Union Administration and consultant to the credit union industry.

Nominations by petition

Any Rockland Federal Credit Union member wishing to add his or her name to the ballot may do so by petition. Candidate petitions will be available beginning July 1, 2024. Petition candidates must obtain 500 valid Rockland Federal Credit Union member signatures by September 3, 2024. To appear on the ballot, petitions must be delivered to the Credit Union's main office by **4:00 p.m. on September 3, 2024**. For further information on filing a nomination by petition, please contact Heidi Chandler at Rockland Federal Credit Union, 241 Union St., Rockland, MA 02370.

Voting Procedure at the Annual Meeting
Nominations will be taken from the floor only under the following conditions:

1. When sufficient nominations have not been made by nomination committee, or
2. by petition to provide one nominee for each position to be filled, or
3. When circumstances prevent the candidacy of the one nominee for a position to be filled.

The election will be conducted by ballot and will be by plurality vote, except when there is only one nominee for each position to be filled, in which case the chair may take a voice vote or declare each nominee elected by general consent or acclamation.

Holiday Hours

Monday, September 2

Labor Day

All offices are closed

Monday, October 14

Columbus Day

Plymouth Branch is open 10am - 2pm

All other offices are closed

Monday, November 11

Veterans Day

All offices are closed

Annual Privacy Notice

Rockland Federal Credit Union's Privacy Notice is available for viewing at:

www.rfcu.com/privacy/

To request a paper copy of the privacy policy notice, please call (800) 562-7328.

A copy will be mailed to you within 10 business days.



Keep in Touch!

Changed your phone number or email?
Maybe you've moved?
Let us know so we can keep in touch!

Log into **RFCU Online Banking** or call us to
update your information.



Member Service Center

(781) 878-0232 (800) 562-7328

Website: rfcu.com



We're Hiring!

Do you stand out from the crowd?
We should talk!
Visit our [career](#) link at rfcu.com to
view current opportunities.



COMING
SUMMER 2024

NEW
FULL SERVICE
LOCATION

Westgate Mall, Brockton, MA



BANKER & TRADESMAN

