

March 25, 2019

Re: Transactions via Telephone

Dear Member,

As a result of a recent increase in the number of attempted fraudulent telephone transactions, and for your protection, Tahquamenon Area Credit Union (TACU) is instituting an additional level of security for account transactions requested by telephone.

Effective May 1, 2019, **any account transactions requested by telephone (including the release of personal information)** will require the use of a code selected by the primary member named on the account. This code may be: a proper word; a series of numbers (similar to a PIN); a series of random letters; or any combination of letters and numbers.

Members desiring the ability to perform telephone-authorized account transactions (including the release of personal information) after May 1, 2019, are required to provide a code using the enclosed form. Upon completion, the form can be returned to any office of TACU.

To ensure the identity of the person authorizing the use of an account code, this form must be signed in the presence of a TACU staff member or Notary Public.

We at TACU realize this restricts a convenience that many of us members have enjoyed and relied upon. Unfortunately, as fraud threats increase, it is sometimes necessary to restrict convenience to ensure that your information and deposits are as secure as possible.

If you have any questions, or need assistance, please reach out to any of our staff.

Sincerely,

Chris Ison
President/CEO