

ATM Skimming Incident

On September 11, 2017, U S #1364 Federal Credit Union discovered that skimming devices had been placed on ATMs at the credit union's Merrillville office, located at 8400 Broadway, Merrillville, IN 46410 and at its Portage office, located at 3275 Airport Road, Portage, IN 46368. The skimming devices have been removed from the ATMs.

Upon learning of the incident, we immediately launched an investigation and notified law enforcement. This was not a breach of the credit union's computer systems. We believe that this incident only impacts those individuals who conducted ATM transactions at the Merrillville ATM from September 2, 2017 to September 8, 2017 and the Portage ATM from September 3, 2017 to September 8, 2017. Other members' cards have not been affected.

We have closed the compromised cards and are reissuing new debit cards to the limited number of our members who have been impacted by this incident. We have attempted to contact our affected members via phone and will be sending follow-up written notification to those members. Members who experience losses due to fraudulent transactions as a result of this incident will have their funds fully restored.

The skimming device may have acquired the following of the affected individuals' debit card information that was stored on the card used in connection with such a transaction during the relevant time period: individual's name, card number, expiration date and personal identification number (PIN).

We want to assure you that we take this kind of incident very seriously, and we have already begun taking measures to help prevent this type of incident from occurring in the future, including working with our ATM manufacturer to further secure our ATMs.

For those individuals who may be impacted by this incident, we recommend that they remain vigilant to protect against potential fraud and/or identity theft by, among other things, reviewing their account statements. If any affected individual detects any suspicious activity on his or her account, he or she should notify US #1364 Federal Credit Union, if it is a US #1364 Federal Credit Union account, or the financial institution responsible for such account. Any such individual should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.