IMPERSONATION SCAM

“WCU” asking you to move your money to keep it safe? It’s a scam.

Fraudsters posing as WCU employees are pressuring members to open accounts on payment apps like Chime and move their money there. Once it leaves WCU, it’s often gone for good.



How the scam works

1 THE CONTACT

A call, text or email from “WCU’s fraud team.” Caller ID may even show our name.

2 THE SCARE

They say your account is compromised and you must act right now.

3 THE ASK

They walk you through opening a “safe” app account and moving your money into it.

Red flags

- ⚠ Pressure to act immediately
- ⚠ Told to open an account at another bank or app
- ⚠ Asked to keep it secret, even from branch staff
- ⚠ Requests for a passcode, PIN or login

WCU will never ask you to:

- Open an account at another bank or payment app
- Move your money somewhere else to keep it safe
- Share your password, PIN or one-time passcode

What to do

Hang up.
Don’t reply, click links or follow their instructions.

Call us directly.
(406) 862-3525 or the number on the back of your card.

Already sent money?
Call us right away, then report it to the payment app.

For educational purposes. If you receive a suspicious message that appears to be from Whitefish Credit Union, contact us using a number you trust. Federally insured by NCUA. Equal Housing Opportunity.