

Debit Card Fraud

Debit Card Fraud occurs when the information contained on your debit card is stolen and used to obtain funds from your account without your authorization. Card reading devices are used to obtain the electronic data from the magnetic stripe on your card, and hidden cameras or false Personal Identification Number (PIN) pads are used to obtain your personal access code. That's why it is imperative that you protect your PIN.

Your liability if your debit card is used fraudulently

If you are a confirmed victim of fraud and you have met your obligations under L'Oreal USA Federal Credit Union's Convenience Banking Service Agreement, you will not be held liable for the associated losses. Review your Convenience Banking Service Agreement for additional details.

How you can protect yourself from financial fraud

Below are some precautions you can take to safeguard yourself and avoid becoming a victim of debit or credit card fraud:

- Use your hand or body to shield your PIN from onlookers when you are conducting transactions at a bank machine or at the point-of-sale
- Never let your debit or credit card out of your sight when conducting a transaction at the point-of-sale
- Always remember to take your card and transaction record with you once your transaction is completed
- Regularly check your billing statements or passbook to verify all transactions have been properly documented. If entries do not accurately reflect transaction activities (e.g. if there are missing or additional transactions), you should contact the Credit Union immediately at 732-499-6679
- If your debit card is lost, stolen or retained by a bank machine, notify a branch or call 1-800-472-3272
- Your debit card and PIN are the keys to your account(s). Never disclose your PIN to anyone or you could be liable for losses. You are the only person who should know it
- Memorize your PIN. If you suspect that someone knows your PIN, change it immediately or notify a branch.
- When selecting your PIN, never use obvious information. You could be liable for losses if you create your PIN or Password by using easily guessed numbers such as your telephone number, date of birth, address or social insurance number
- Sign your credit or debit card on the signature panel as soon you receive it
- Never give credit card or personal information over the phone, unless you have initiated the call and you have verified you are dealing with a reputable merchant
- Report lost or stolen credit cards immediately at 1-800-472-3272
- If you receive a message from the Credit Union regarding a potential fraud situation, contact us immediately