

# OUR LIFE NEWS

2023



## FRAUD EDUCATION

We offer things like free shred days twice a year, credit file monitoring with our Premium Account, and debit card controls in our mobile app because financial safety is a priority at OUR Credit Union. We also continually provide relevant content in newsletters, via email, and in our blog. Learning terms and tactics can help keep you and finances safe. Here are some definitions and examples of common threats.

**Pretexting:** An invented scenario is used to engage a potential victim to try and increase the chance that the victim will bite. It's a false motive usually involving some real knowledge of the victim (e.g. date of birth, Social Security number, etc.) in an attempt to get even more information.

**Phishing:** The process of attempting to acquire sensitive information such as usernames, passwords, and credit card details by masquerading as a trustworthy entity using bulk email which tries to evade spam filters. Emails claiming to be from popular social websites, banks, auction sites, or IT administrators are commonly used to lure the unsuspecting public. It's a form of criminally fraudulent social engineering.

**Spear Phishing:** A small, focused, targeted attack via email on a particular person or organization with the goal to penetrate their defenses. The spear phishing attack is done after research on the target and has a specific personalized component designed to make the target do something against their own interest.

**Rogue:** Also Rogue Scanner, rogue anti-spyware, rogue anti-malware or scareware, rogue security software is a form of computer malware that deceives or misleads users into paying for the fake or simulated removal of malware. Rogue security software, in recent years, has become a growing and serious security threat in desktop computing. It is very popular and there are literally dozens of these programs.

First and foremost, stop and think before you act. And remember, OUR Credit Union will never contact members via phone, email, or text message to request personal information such as account numbers, passwords, credit/debit card numbers, and PINs.

Definition content provided by KnowBe4



# SPRING

# Important Dates

**OUR CU Presents Financial Literacy Activities for Smart Money MI Kids Read:** April 19th at Royal Oak Public Library from 6:30 - 7:30 PM and April 20th at Shelby Public Library from 6:30 - 7:30 PM. Each child receives a copy of Owl and Otter, and the Big Yard Sale!, while supplies last. Visit library websites for registration and details.

**OUR Annual Meeting:** April 24th at 6 PM

**South Oakland Family YMCA Healthy Kids Day:** April 29th from 11 AM - 1 PM

**OUR CU is the Presenting Sponsor for USPBL Opening Day:** May 19th

**Shred Day:** May 20th [Learn More](#)

**10th Annual Charitable Golf Outing:** Sunday, June 11th [Register Here](#)

**OUR CU Sponsors Royal Oak Public Library's Summer Reading Kick-Off:** Saturday, June 24th from 10 AM - 1 PM

## ALL BRANCHES CLOSED

May 29: Memorial Day

June 19: Juneteenth

July 4: Independence Day

## JOIN OUR TEAM

OUR Credit Union has been providing financial services to our community since 1959. Our staff strives to exceed the standards of OUR Core Values with each member encounter.

### OUR CORE VALUES

1. We go "Above and Beyond" by making our members the priority.
2. We are "Better Together" through collaboration and mutual respect.
3. We "Own It" by taking pride in ownership, honoring our commitments, work with integrity and professionalism, and show initiative in all that we do.

We are a fun, dedicated, member-focused team and are passionate about what we do! If you are in search of a fun place to work and grow, we would love for you to consider joining our team. We invite you to learn more about current open positions, employee benefits, and an opportunity to submit your resume.

[Learn More](#)

Pictured: Staff at the Royal Oak Optimists Club's Annual Bowling Fundraiser





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[Learn More](#)

\*Visit us at [OURcuonline.org/premium-checking](http://OURcuonline.org/premium-checking) for full details on Premium Benefits.

## What OUR Members Are Saying About Us

"I love the personal experience of OUR Credit Union and especially my local Troy branch people. When you visit regularly, they will greet you by name. So refreshing!!"

- Gale L.

I have been with OUR Credit Union for over 30 years. One of the best financial decision I ever made. A traditional bank charges you for every check you deposit. For my business, I saved over \$1,000 a month. Very friendly, very helpful staff. Strongly recommend.

- Lawrence D.

"Very Helpful Staff, will be saving a lot of \$\$\$ with a new low interest rate Visa!"

- Lisa M.

"I switched from Chase Bank to OUR Credit Union in 2004 and I am so glad I did. They have the best customer service and a shared network of other credit unions that can be accessed if I am traveling out of town or state. Account security is also top notch! If a transaction occurs that is not my norm I get a call or text immediately from the fraud hotline."

- Coral O.

## Financial Literacy for Kids

Did you know kids start learning money habits by age 7, and begin grasping basic money concepts as early as age 3? They form spending and saving habits very young, and the good news is they are eager to learn!

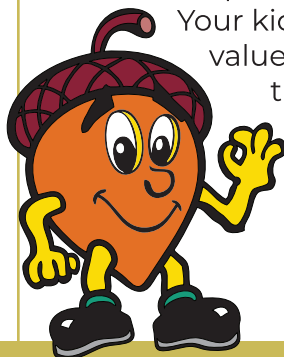
OUR Credit Union offers great tools to help your children develop smart money habits, at any age!

OUR Oakey Dokey Kids Club Account includes a savings log and a stamp card incentive program.

Include your kids in basic money conversations with things like allowance, how a debit card works, and cost-comparison at the grocery store.

Your kids will enjoy learning the value of money, and watching their savings build in their account.

Learn more about [Oakey Dokey's Kids Club!](#)





## COMMON MEMBER SCAM

Fraudsters use channels like emails, text, and phone calls to pull scams like the example below.

**Tech Support Scams:** Someone calls and says they're a computer technician. They might say they're from a well-known company like Apple or Microsoft, or maybe your internet service provider. They tell you there are viruses or malware on your computer, and you'll have to provide remote access to your computer or buy new software to fix it. These scammers might want to sell you useless services, steal your credit card number, or get access to your computer to install malware, which could then let them see everything.

The tech support scam losses amounted to more than \$347 million in 2021 according to the FBI's Internet Crime Report. Additionally, most victims, almost 60%, report to be over 60 years of age, and experience at least 68% of the losses. Scams are often hard to detect at a quick glance; however, common red flags can help. Keep in mind ... it is not uncommon for fraudsters to use intimidation tactics and urgent requests.

Visit [OUR Blog](#) for additional scam examples and prevention tips.

Article provided by Credit Union National Association

Please rest assured: Despite all the current financial uncertainty, your credit union remains strong. As outlined in the annual report, OUR Credit Union saw positive loan and member growth in 2022 ending the year at over \$386,000,00 in assets. Net worth, a key indicator of safety and soundness, increased to 8.02% of total assets. For a full review of our 2022 performance please see our [Annual Report](#).

## OUR 10th Annual Golf Outing

Join us for our largest fundraiser of the year with a round of golf, Sunday, June 11th at Cracklewood in Macomb.

Sign up today to golf or be a sponsor and help us make an impact in our community.

Your support equips us with the resources to donate backpacks and school supplies, adopt families during the holiday season, feed people, and support many worthy charitable organizations in our community.

[Register Today](#)

## SPRING SHRED DAY

On Saturday, May 20th safely dispose of your old documents and confidential information for FREE!

10:30 AM - 2 PM  
Twelve Mile Rd Branch  
5625 E. Twelve Mile Rd.  
Warren, 48092

Please be sure your paperwork is free of metal and other debris. Disposal of electronics is not accepted.

Don't miss it!

[Learn More](#)



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MAIN OFFICE  
3070 NORMANDY RD.  
ROYAL OAK, MI 48073

TWELVE MILE RD OFFICE  
5625 E. TWELVE MILE RD.  
WARREN, MI 48092

WASHINGTON AVE OFFICE  
726 S. WASHINGTON AVE.  
ROYAL OAK, MI 48067

ROCHESTER RD OFFICE  
6693 ROCHESTER RD.  
TROY, MI 48065

MOUND RD OFFICE  
54870 MOUND RD.  
SHELBY TOWNSHIP, MI 48316

CREDIT UNION FAMILY  
SERVICE CENTERS  
800.919.CUSC (2872)

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