

# NWFCU ALWAYS PROTECTS YOUR PRIVACY

So why do you get mortgage-related solicitations by mail and by phone that seem to know your personal financial information?

Don't be fooled by solicitation scams  
**6 Tips to Protect Yourself**



NWFCU respects and protects your privacy and **never** sells your name, financial records, loan information or phone number to anyone. **Period.** In addition, Northwest Federal **never** telemarkets to members.

Mortgage/land owner information is a matter of public record, and, in the current climate of ever-increasing competition for loans, some lenders will resort to unscrupulous tactics.

**These may include phone calls from people representing themselves as NWFCU employees and/or pre-approval mailings which appear to know the particulars of your loan.**

There is no way to completely prevent unsolicited mail, but to protect yourself, NWFCU suggests following the tips to the right.

And, to get up-to-the-minute notices of current consumer frauds, phone scams or email phishing attacks, enroll in our free e-LERT service at **www.nwfcu.org**.

- 1** Register home and cell numbers in the National Do Not Call Registry at [www.donotcall.gov](http://www.donotcall.gov) to avert telemarketing calls.
- 2** To stop receiving prescreen offers by mail (including credit card and insurance offers), call 1-888-5-OPTOUT.
- 3** Keep in mind that our representatives are on duty weekdays 8:00am - 4:30pm. Calls received outside of our normal business hours are most likely fraudulent.
- 4** Any calls from NWFCU will be made by personnel who clearly identify themselves and leave a valid call back number.
- 5** Never divulge sensitive identifying information to callers. Our representatives will have your member profile on-screen.
- 6** Report fraudulent solicitations of any nature to NWFCU via email at [fraud@nwfcu.org](mailto:fraud@nwfcu.org) for immediate investigation.