

Update

An FIS Operations Publication

Document ID: SEC 291 • September 20, 2006

THIS
COMMUNICATION
AFFECTS

System(s): ALL

Group(s): CSCU

Update brings you the time-sensitive, take-action information you need for card program success.

Look to FIS for all of your card program solutions, and thank you for allowing us to serve you.

*****SECURITY ALERT – URGENT*****

ATTENTION: Your members may have received a bogus e-mail mimicking an e-mail from Card Services for Credit Unions (CSCU). This e-mail asks members to take a brief survey. When you click on the link in the e-mail, it takes the member to a site that looks like the CSCU Web site and asks for personal account information as well as plastic card information.

CSCU DID NOT SEND ANY E-MAILS DIRECTLY TO CARDHOLDERS AND DOES NOT HAVE CARDHOLDER DATA.

CSCU does not communicate with cardholders directly. Rather, all of our communication is through our member credit unions.

We encourage you to advise staff and members as appropriate, including front-line staff notification, call center notification, and Web page postings.

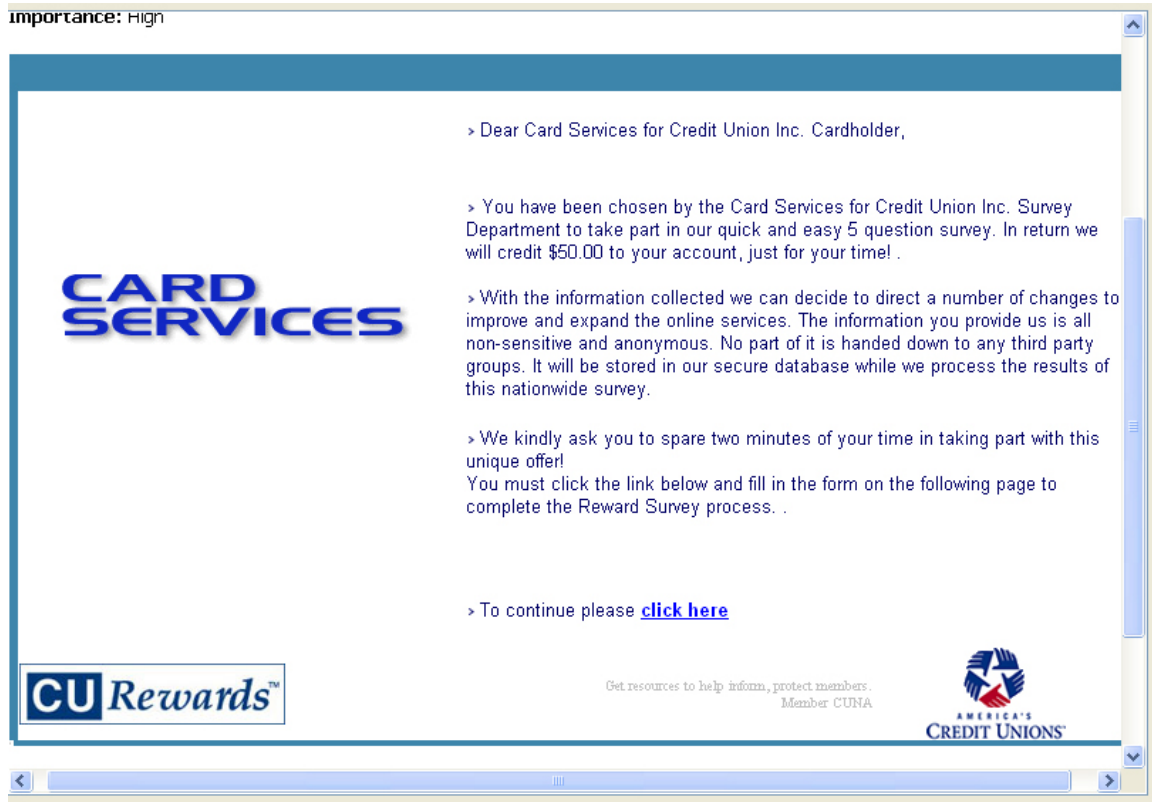
A screen shot of the phishing e-mail cardholders received is included with this *Update* for your reference. Again, CSCU communicates directly with YOU, our member credit unions, and will never communicate directly with your cardholders.

If you have any questions, please e-mail CSCU at webmaster@cscu.net.



Phishing E-mail Screenshot

importance: High



The screenshot shows an email interface with a blue header bar. The email content is as follows:

> Dear Card Services for Credit Union Inc. Cardholder,

> You have been chosen by the Card Services for Credit Union Inc. Survey Department to take part in our quick and easy 5 question survey. In return we will credit \$50.00 to your account, just for your time! .

CARD SERVICES

> With the information collected we can decide to direct a number of changes to improve and expand the online services. The information you provide us is all non-sensitive and anonymous. No part of it is handed down to any third party groups. It will be stored in our secure database while we process the results of this nationwide survey.

> We kindly ask you to spare two minutes of your time in taking part with this unique offer!
You must click the link below and fill in the form on the following page to complete the Reward Survey process. .

> To continue please [click here](#)

CU Rewards™

Get resources to help inform, protect members.
Member CUNA

AMERICA'S CREDIT UNIONS

The email is displayed in a browser window with a blue border and a scrollbar on the right. The bottom of the window shows a navigation bar with back and forward arrows.