Always Take Safety Measures when Sending and Receiving Funds

Zelle® is a fast, safe and easy way to send and receive money with people you trust, like your babysitter, coworkers, fellow PTA mom, or your son’s soccer coach. Whether you just enrolled with Zelle® or have been an active user for a while, there are a few tips you should always keep in mind to ensure you are being safe when sending money.

Beware of payment scams. If you receive a call from someone threatening a negative action, such as fraud on your account or utilities being shut off, unless you make a payment with Zelle®, slow down and think it through. This might be a scam. Scammers use fear and urgency to get people to act on impulse rather than reason. Also, keep in mind that no one from Security Credit Union will ever ask you to send money with Zelle® as a test or to avoid a fraud event. Another example of a payment scam is buying event tickets from a stranger at a price that seems too good to be true and then never receiving them. If the seller asks you to use Zelle® to purchase the tickets, you should refuse unless the seller is someone you personally know and trust. If you fear that you have fallen victim to fraud, please reach out to us at 800.373.2333.

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- Neither Security Credit Union nor Zelle® offers a protection program for authorized payments made with Zelle®. So if you aren’t sure you will get what you paid for, you should use another payment method with purchase protection, such as a credit card.