

## Scam Alert

It has been reported to us that members have received a letter from US HOME GUARD Home Warranty Division or other Home Warranty Companies. This company uses misleading deceptive methods to coerce contact and action from the recipient.

We've reviewed copies of these letters and can confirm that this is a scam.

### **How did the senders get my information?**

At Boulevard Federal Credit Union, we are committed to protecting our members' personal information. Likewise, we do not sell or otherwise distribute it to non-affiliate third parties.

However, some information about mortgages, regardless of what lender the consumer works with, is public record. That's how scammers like this can obtain your contact information. Do note that the account number provided in the letter does not match yours – this should immediately alert you to the likelihood of something being a scam.

### **What happens if I call the number on the letter?**

Calling the number may connect you with a real person, or it may connect you to automated recording prompts. Regardless, **do not offer them your personal information**. Doing so could result in terrible consequences in relation to your privacy and finances.

### **What should I do if I get this letter?**

The best thing to do is disregard the letter. Dispose of it however you would any other junk mail you receive. In addition, you are always encouraged to contact us directly should you have questions or concerns.