February 2025

# Member Insights

MERCK EMPLOYEES
FEDERAL CREDIT UNION

*From the desk of the President/CEO:*

## Introducing Carefull! Your Personal Fraud Prevention Tool Member Benefit

In recent years we have observed many of our members dealing with fraud attacks of all kinds. Often the fraud doesn't even include their credit union accounts at the start, but it could eventually impact their credit union accounts. We have seen scams involving many household names such as Amazon, Norton Anti-Virus, United States Postal Service, the IRS and more recently an EZ Pass scam.

Then there are the more direct account attacks involving account takeover where fraudsters have garnered enough member information to pull money out of member accounts. And of course, there's the continued impact of check fraud and wire fraud that are a daily battle here at the credit union. Other fraud involves opening loans in your name fraudulently and obtaining title to your home…a growing and concerning fraud given the value of that asset.

In short, fraud is everywhere in today's world, and we fear it may get worse as Artificial Intelligence takes root.

This is not meant to scare members, but to be sure you are aware of what's been happening. Here is the good news. You are in the best position to stop almost all fraud by not giving out your information, and most importantly by monitoring your accounts for unusual activity. The monitoring of your accounts is so key because the sooner that fraud is identified the better chance there is to recover funds. This is where we have seen challenges as oftentimes after fraud is discovered many members tell us they don't log on to their accounts often and were unaware of the transactions.

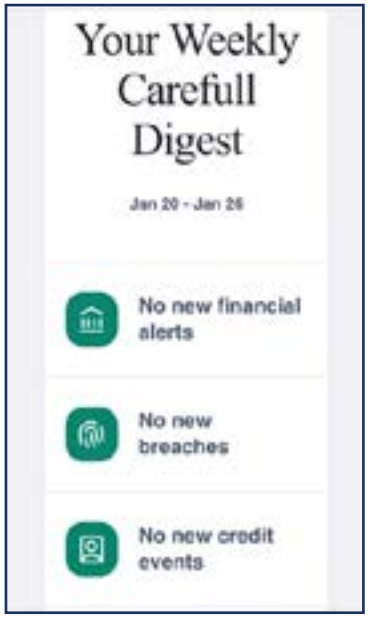
More good news for members on the fraud front is your credit union is dialed in to stopping it and we have had tremendous success preventing fraud where we can. We are now taking our efforts to a new level by putting you in control of helping you protect your financial life. Enter Carefull - a new complimentary member benefit that offers you a range of fraud fighting tools. The key with Carefull is it's easy, safe and simple! Once you set it up you simply need to be aware of its alerts and you will be armed with a great tool in stopping fraud.

So, what is Carefull? Carefull is an all-in-one financial safety service that safeguards your and your loved ones' finances from scams, theft, money mistakes, credit fraud, leaks of personal info, and more.

Out of the box members will enjoy the following benefits from Carefull:

- $1 million in Identity Theft Insurance
- Credit Monitoring
- Home Title and Address monitoring, a vital tool against this new threat.
- Account monitoring for all accounts that you enter into Carefull. This can include your credit union account and any accounts you have elsewhere.
- Monitoring for one other member of your family is included.
- One-on-One fraud consultation with Carefull representatives.
- Ability to add Trusted Contacts
- Continual fraud education on new and emerging frauds.

I encourage all members to review the Carefull service and sign up if you find it fits your needs. If you want to hear from someone who has the service, here I am. I have been using Carefull as we prepared for the member rollout and I have been impressed with its functionality and appreciate the ID theft insurance, credit monitoring, title monitoring and account monitoring. You also, if you like, get a weekly review of all of these things, so you can take a weekly snapshot of your protection.




*Carefull offers a convenient weekly round-up email of all activity.*

One other great feature is when you log on to your Carefull account it will alert you of the latest scams affecting America. This page will keep you up to date on the newest scams.

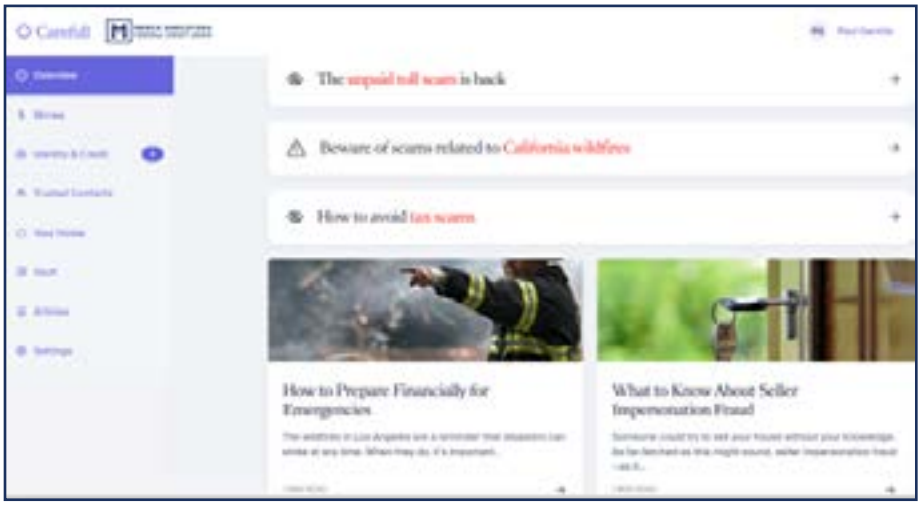
We know our members are very savvy and may have a few questions, so please see the Carefull FAQ on page 2.

Thank you for your membership and I hope you find the Carefull service as powerful as we do to help protect against fraud!

Paul Gentile
President/CEO
pgentile@merckefcu.com

*(Continued on next page)*

# Carefull Not Only Protects, It Educates By Detailing Latest Scams Targeting Consumers




*Carefull not only protects you but educates you with updates on the latest scams.*

## Carefull Frequently Asked Questions

**What is Carefull?**
R: Carefull is an all-in-one financial safety service that safeguards your and your loved ones' finances from scams, theft, money mistakes, credit fraud, leaks of personal info, and more.

**How do I sign up?**
R: You can sign up on Merck's enrollment page: https://secure.getcarefull.com/partners/merck. Onboarding is a simple process where you'll either sign up with SSO or be asked to set a password, enroll in credit and identity monitoring, connect financial accounts for monitoring and add trusted contacts. You will need your SSN, mailing address and online account credentials to get started.

**Do I pay extra for any of the Carefull features or is it all included?**
R: Everything is included for free as a courtesy of being a member at Merck Employees Federal Credit Union.

**Is Carefull secure?**
R: Carefull maintains read-only access to data. Carefull will never have access to any of your or your loved one's information. Carefull also uses multi-factor authentication, 256-bit encryption, and optional biometrics to secure your data.

**Does Carefull control my finances or give anyone power to do so?**
R: Carefull offers protection, it doesn't take control. Carefull's service is read-only: It can't touch your money, make transactions or give anyone else the power to do so. 24/7 read-only access puts constant eyes on any potential suspicious behavior – which can be enough to prevent it.

**Can I connect financial accounts that are not with MEFCU?**
R: Yes, it is encouraged to add all your financial accounts – from savings accounts to investment accounts – so that Carefull can monitor all of them.

**How do I contact Carefull?**
Carefull Customer Care Contact Information:
Phone: 833-836-0050
Email: care@getcarefull.com
Chat: via our site at getcarefull.com or secure.getcarefull.com

MERCK EMPLOYEES FEDERAL CREDIT UNION
*Your Prescription to Financial Health*

Member Services: 732-484-4811 Opt. 5
Loan Department: 732-484-4811 Opt. 2
Debit Card Lost/Stolen: 800-554-8969
Credit Card Lost/Stolen: 800-237-6211

*Established in 1936, Merck EFCU is federally-chartered and federally insured by the National Credit Union Administration.*

NCUA

## Featured Loan & Deposit Rates

**Auto Loans as low as 5.35% APR***
**E-Checking 0.125% APR***
**Credit Cards as low as 12.50% APR***
**Share Cert. 6 months 3.35% APY***
**Share Cert. 12 months 4.00% APY***
**IRA Cert. 6 months 3.35% APY***
**IRA Cert. 12 months 4.00% APY***
**Savings 1.00% APR***
**IRAs 1.50% APR***
**Home Equity as low as 8.00% APR***

**Annual percentage rate. Rates subject to change. Visit www.merckcu.com for current rates.*