



Member Notice Regarding TruStage Cybersecurity Incident

Family First Credit Union is aware of a cybersecurity incident involving TruStage, a company that provides insurance and financial products to many credit unions.

Based on information shared by TruStage, the incident occurred within TruStage's technology environment and did not affect Family First Credit Union's core systems, online banking, mobile banking, debit or credit card processing, or member deposit accounts. TruStage has reported that the incident has been contained and continues to work through recovery efforts.

At this time, TruStage has not confirmed whether any member information was impacted. The company is conducting a thorough investigation with cybersecurity experts and has stated that affected business partners will be notified if personal information is found to be involved.

Family First Credit Union is closely monitoring the situation and remains in contact with TruStage. If we learn that our members have been affected, we will share additional information as soon as it becomes available.

Protect Yourself from Scams

Whenever a cybersecurity incident becomes public, scammers often use the news as an opportunity to target consumers. Please be cautious of unexpected emails, text messages, or phone calls asking for personal or financial information.

Remember, neither Family First Credit Union nor TruStage will ever contact you unexpectedly to ask for:

- Online banking passwords
- One-time security verification codes
- Debit card PINs
- Full account login credentials

If you receive a suspicious message or phone call, please contact Family First Credit Union directly before responding.

Thank you for your continued trust and membership.