



Identity theft is a growing concern in our increasingly digital world. As technology evolves, so do cybercriminals' tactics. Understanding identity theft, its various forms, and how to protect yourself is crucial. As the Executive Vice President of Dover Federal Credit Union, I am committed to ensuring we have the programs, resources and educational support in place to protect the best interest of our members. Here are a few practical tips and strategies to help you avoid becoming a victim of financial fraud.



What is Identity Theft?

Identity theft occurs when someone uses your personal information without your permission. This could include your name, Social Security number, credit card details, or other identifying information. Usually, the goal is for financial gain, but it can also be to commit fraud or other crimes using your identity. Unfortunately, it can manifest in various ways, each with unique characteristics and implications.

What are the Types of Identity Theft?

Financial identity theft is the most common form, where thieves steal your financial information to make unauthorized transactions or open new accounts. Personal identity theft involves the unauthorized use of your personal details to open accounts in your name, apply for loans, or even commit crimes, while synthetic identity theft combines real and fabricated information to create a new identity. With the rising popularity of Artificial Intelligence (AI), there are all sorts of new scams emerging. Healthcare ransomware attacks and criminal identity theft are additional ways fraud occurs. Unfortunately, identity theft tactics are becoming more sophisticated and continue to evolve. This is why it's incredibly important that Dover Federal Credit Union continues to invest in our organization's security programs, processes and systems while also empowering our members with information to better protect themselves.

How does Identity Theft Happen?

Identity theft can happen to anyone through multiple tactics such as phishing, data breaches, social engineering, physical theft, skimming and scanning.

- Phishing involves tricking individuals into providing sensitive information through fake emails, websites, or messages; that's why it's critical to verify the source before clicking on any links or sharing information.
- Caller ID spoofing is another technique that fraudsters are utilizing to try and obtain your personal information. The caller ID will display as a legitimate bank or government agency, and the caller is impersonating as a representative from these businesses to try to trick you to provide personal information.
- Through social engineering, consumers are often manipulated into giving up confidential information. Be cautious of unsolicited requests for your personal details.
- While consumers can't prevent being a part of a data breach or the victim of a skimming device, constantly monitoring your accounts and updating passwords can minimize the damage.

How can you reduce the threat of Identity Theft?

Being aware of key identity theft signals can help you detect identity theft early. These signals could include unexpected charges, missing bills, suspicious activity on your account or credit report or even being denied credit. Here are a few tips for safeguarding your personal information to help you prevent identity theft:

- Limit the amount of personal information you share online and offline.
- Exercise strong password practices. Use strong, unique passwords and consider a password manager to keep track of them securely.
- Monitor your credit reports regularly.
- Enable two-factor authentication (2FA) on your accounts. This adds an extra layer of security, making it harder for thieves to access your information.
- Avoid phishing scams: Always verify the legitimacy of emails and messages before clicking on links or providing information.
 - Reach out directly before providing any information to someone reaching out to you.
 - Be sure to use the direct contact information you already have on your account or company's website.
- Shred sensitive documents.
- Be cautious with public Wi-Fi.
- Avoid call spoofing: Always verify the legitimacy of the call and do not provide personal information to the caller.
 - Hang up and call the number on your account statement or the company's website to verify the authenticity of the request.

If you fall victim to identity theft, prompt action is essential. Be sure to notify your financial institution(s), freeze your credit and consider identity protection via fraud monitoring services.

At Dover Federal, safeguarding your financial information is paramount. That's why our debit and credit cardholders are automatically enrolled in Fraud Text Alerts. This free service provides real-time text notifications about any suspicious activity on your cards. You'll receive a text with the merchant's name and transaction amount when a potentially fraudulent transaction is detected. You simply verify whether you made the purchase or not. If the transaction is legitimate, you confirm it, and no further action is needed. If it's fraudulent, your card will be blocked, and you'll receive a follow-up phone number to contact us.

Dover Federal Credit Union's commitment to security, including services like Fraud Text Alerts and a comprehensive Security Center available on our website at <https://www.doverfcu.com/security-center>, ensures you have the support and tools needed to stay protected.

Donna Kiscaden, Executive Vice President



We are excited to announce Dover Federal Credit Union's enhanced loan application process. Applying for a loan or credit card has never been faster and more efficient. Experience the enhanced loan process today, and share it with your family, friends, and neighbors. We are looking forward to serving you and helping you get there.



First Front Door Affordability Grant



Upcoming Events

February 25: It's finally here—our **first podcast episode!** We're happy to introduce our brand-new podcast, *It Starts With A Dollar: Real Talk About Financial Freedom*.

Money impacts everything, so let's talk about it. In *Your Best Interest* brings you straightforward tips, expert insights, and relatable stories to help you take control of your financial life. Powered by Dover Federal Credit Union, this is your go-to guide for leveling up your money game.



March 4: Strategies for Successful Saving **Webinar**
Do your financial goals include saving more money? Join us to learn how to build a savings plan you can be successful with!

March 5: Family Printmaking and Sing-Along Party at the **Biggs Museum of American Art**

March 28: Home Buying Seminar at the Middletown YMCA—10:00 AM

**CU in the
Community**


**WHERE
YOU
BANK**



CDCC Business Mixer



**Dover Air Force Base -
Operation Feed the Troops**



**DE Association of Realtors
Annual Gala**



**Leadership Central DE
Government & Politics Day**

Recognition Spotlight

Annual Award Winners

We are proud to recognize our 2025 Annual Awards Winners. Each honoree made a measurable impact through collaboration, dedication, and professionalism. Their commitment to excellence inspires others and contributes to our ongoing success.

Dover Federal
CREDIT UNION

EMPLOYEE *Of The Year*

2025

NICHOLAS KOWALICK



Dover Federal Credit Union is saddened to share the passing of our Board Member, Ms. Kim Warfield. Ms. Warfield's leadership and dedication made a meaningful difference. We are grateful for her service and extend our condolences to her loved ones.



Dover Federal Credit Union congratulates Mr. Russell McCready on his retirement after 40 years of dedicated service on our Board of Directors. We are grateful for his leadership and lasting impact, and wish him the best in this new chapter.

JOIN OUR TEAM

APPLY NOW!

TOP WORK PLACES 2025

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