



Kootenay Savings Credit Union
220 - 1101 Dewdney Avenue
Trail, BC V1R 4T1

Collabria Credit Card Holders and Applicants,

On April 11, 2024, we received notification from Collabria Financial, our Visa credit card provider, regarding a potential threat to cardholders.

Fraudulent websites resembling Collabria's official platform were created on April 9, 2024. These deceptive sites aimed to capture sensitive information from unsuspecting cardholders. Since then, Collabria's security team promptly identified this risk and shut down the illicit websites.

As your trusted financial institution, safeguarding your security and privacy is our utmost priority. While we appreciate that these fraudulent websites have been taken down, we still want to encourage our members to exercise extreme care and caution regarding this. In light of this incident, we strongly advise you to take the following precautionary measures:

- Exercise heightened vigilance when providing credit card details online.
- Refrain from clicking on links contained in suspicious emails or from unfamiliar sources.
- Regularly monitor your credit card statements for any unauthorized transactions and promptly report them to your credit card provider.
- Exercise caution when accessing websites. Whenever possible, access official credit card websites through reputable channels. For instance, visit www.kscu.com and navigate to Collabria's official site.

Your cooperation and attention to this matter are greatly appreciated. Should you have any concerns or require further assistance, please do not hesitate to contact us.

On behalf of Kootenay Savings, thank you for your continued trust and partnership.

Sincerely,

Mark McLoughlin
CEO, Kootenay Savings Credit Union