



MONTANA'S
CREDIT UNIONS
Educate. Advocate. Collaborate.

Questions Credit Union Board Members Could Ask About Fraud Management

Big-Picture Questions

- How big is fraud for us right now?
- Who oversees stopping fraud, and do they have what they need to do it well?
- How often do we look at fraud reports, and what do the trends show?
- Are we keeping up with new types of scams and fraud?

How We Detect and Prevent Fraud

- What tools or systems do we use to detect fraud?
- How fast can we find and stop suspicious activity?
- Do we monitor high-risk areas like online banking and money transfers in real time?
- How do we know our fraud controls are working?

Protecting Our Members

- How are we teaching members about scams and how to stay safe?
- What protection do we offer members when they use our systems?
- How do we handle fraud claims from members?
- Are we seeing more scams aimed at certain groups, like older adults?

Internal Controls

- What steps do we take to prevent fraud by employees?
- How often do we test our internal controls?
- Do we make sure no one person has too much control over important tasks?
- What do we do when a control fails or almost fails?

Responding When Fraud Happens

- What is our plan when fraud occurs, and when did we last practice it?
- How quickly do we notify members if their accounts are affected?
- How long does it usually take us to fix a fraud issue?
- Do we review the situation afterward so we can improve?

Vendors and Technology

- How do we check that our outside partners have strong fraud protections and controls?
- Do our vendors give us good fraud alerts and data?
- Are their fraud controls strong enough for our needs?

Money and Budget

- How much money have we lost to fraud over the last few years?
- Are we spending enough time, money, and resources on fraud prevention?
- How do we know if our fraud tools are worth the cost?

People and Training

- How often do employees get training on spotting fraud and scams?
- Do we test employees with fake phishing emails or similar exercises?
- Do employees feel comfortable reporting suspicious activity?