

FFFCU Recognized as a Top Provider at Banking Choice Awards

Franklin First Federal Credit Union has been recognized as a top provider of Overall Quality, Member Service, and Community Contribution in Western Massachusetts in the first annual Banking Choice Awards.

The Banking Choice Awards, developed in conjunction with The Warren Group and Customer Experience Solutions, celebrates the many credit unions in Massachusetts that provide outstanding service to their members based exclusively on customer feedback. The awards celebrate financial institutions that surpass the competition in serving their customers in four categories: member service, technology, contribution to the community, and overall quality. The top three institutions in each category were invited to attend an exclusive awards gala where they learned their official rankings.

The results are based upon 98,392 reviews of banks by their own customers, collected in the Massachusetts Banking Benchmarks. The Benchmarks are conducted by Customer Experience Solutions and gather objective customer and prospect feedback for over 300 banking institutions across the State. The ratings and local rankings on 53 banking metrics are provided to subscribers in January and July every year.



Michelle Dwyer and Sarah Rooney holding Bankers Choice Awards presented to Franklin First Federal Credit Union

“Franklin First Federal Credit Union has set the standard for serving their customers,” said Tim Warren, CEO of The Warren Group. “This award is a testament to their never-ending pursuit to set the bar for excellence in the Massachusetts banking community.”

ABOUT THE WARREN GROUP

Customers use The Warren Group to identify new business opportunities through access to comprehensive real estate and mortgage data, analytics, industry news coverage, networking, and education opportunities. Based in Boston, the company was established in 1872 and is now in its fourth generation of family ownership and management. The Warren Group is the publisher of Banker & Tradesman, The Commercial Record and Registry Review and architect behind some of the leading events and conferences for banking, legal, and real estate professionals in all of New England. For more information visit www.thewarrengroup.com.

Helpful Tips to Protect Against ATM Fraud



Cover Your PIN Code

Always use your hand to cover the keypad when you are using an ATM machine. Hidden cameras can be placed anywhere to steal your PIN number. Never use an ATM machine if there is someone else standing near you and never write your PIN down. It's also important to never give your PIN number to anyone.

Use Familiar ATMs

If you use the same ATM frequently, you're more likely to notice if something is wrong with the ATM. For example, your card doesn't swipe as easily, there are errors with the transaction, or the machine just doesn't look right.

Check Balances Frequently

Try to make it a habit to check your account balance at least once a week to make sure you are safe. In case your account is skimmed, make sure to inform your financial provider as soon as possible. The longer you wait, the less chance there is that you will get reimbursed.

Look for Hidden Cameras

While there is a visible camera inside the ATM, there can also be another camera hidden by thieves to steal your PIN number. Look for any hole or slot that might look out of place. If in doubt, avoid using that ATM and go to another ATM.

Keep Little Cash in Your Account

Another trick to avoid losing large sums of money is to keep as little cash in your checking account as possible. In case your data gets stolen, the thief will only get access to a small amount of money, which can be reimbursed if you notify your financial institution in a timely manner.

Monitor ATM Behavior

Pay attention to anything that seems unusual about the ATM. If it is unusually slow or freezes, or asks for your PIN number twice, it has most likely been tampered with. Try using a different ATM just to be on the safe side.

Sign Up for Account Alerts

If your financial institution offers alerts, sign up for them. These alerts inform you whenever there is irregular activity on your credit or debit card every time it is used.

Comai-Legrand, Lisette "Tips to Protect Yourself from ATM Fraud," *firstalliancecu.com* First Alliance Credit Union, 19 Dec. 2017.

Web. 19 Jun. 2018.