

## **4200. FRAUD POLICY**

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**Revised: July 2008**  
**Ratified: April 2019**

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### **Policy Statement**

It is the policy of Resource One CU to take reports of fraud and identity theft against our members seriously and follow up with expeditious action and resolution.

### **Definitions**

#### Department

The Texas Department of Banking.

#### Electronic Notification System

The secure e-mail or other secure system established under Section 11.309, Finance Code, and used by financial institutions to notify check verification entities as required by Section 35.595, Business & Commerce Code.

#### Policy Report

A policy report of an offense under Section 35.51, Penal Code.

#### Sworn Statement

The sworn statements referred to in Section 35.595(b)(2) and Section 35.595(e)(2)(B), Business & Commerce Code, except when the term is specifically limited to one of the sworn statements.

#### Written Authorization

The written authorization referred to in Section 35.595(b)(3), Business & Commerce Code.

### **Member Reports**

When a member reports that they have been the victim of an offense under §32.51, Penal Code, Resource One Credit Union shall provide the member with sworn statement and written authorization forms under §35.595(b)(2) & (3), Business & Commerce Code.

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If a member agrees to receive the documents described above in a particular electronic format or on the Internet, Resource One Credit Union may provide the documents to the person electronically or by providing the person with the URL address of the webpage where the forms are located:

- on its (Resource One's) website; or
- on the Department's website.

### **Credit Union Submissions**

Resource One Credit Union shall submit the information required by §35.595(d), Business & Commerce Code, to the electronic notification system not later than the second business day after the date the member:

- notifies Resource One that said member was a victim of an offense under §32.51, Penal Code;
- requests the credit union close an account that has been compromised by the alleged offense; and
- presents to the main office or to any branch of the credit union:
  - an incident or case number of the police report or a copy of the police report of an offense under §32.51, Penal Code;
  - the sworn statement required by §35.595(b)(2), Business & Commerce Code; and
  - the written authorization required by §35.595(b)(3), Business & Commerce Code.

### **Incomplete or Inaccurate Information**

Should Resource One CU determine or be informed that information it furnished to check verification entities through the electronic notification system is not complete or accurate it shall correct that information promptly in accordance with 15 U.S.C. §§1681 et seq. and other applicable law.

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