

Officials Warn of Scam Phone Calls

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The City of Menasha Police Department is warning residents of what it calls a computer-generated scam phone call. The department says a large number of these calls were made to the Neenah/Menasha area last night.

Police say listeners would hear an automated message saying their account with Lakeview Credit Union has either been compromised or canceled. It then prompts the listener to dial "1" to speak with the credit union's security department. If that happens, police say a person will come on the phone and try to obtain personal account or identifying information. Police say the number on caller ID is an 817 area code and the name on the caller ID changes. They say last night it was "Mike Woods."

Police say at least 3 members of its department received the call between 10-11pm last night. A contact at Lakeview Credit Union states they are inundated with calls from concerned customers. Even citizens on the "Do Not Call" list or ones with an unlisted/unpublished number can still receive these calls.

Lakeview Credit Union says the calls are coming at all hours of the day to both home and cell phones. The credit union says listeners who press "1" may be asked to enter their credit card number and expiration date. Lakeview says accounts where customers entered those numbers may've been compromised and should report those cards as stolen and order a new card.

Authorities say this scam has been very prevalent over the last few months and often the name of the bank or the method changes but the goal is the same. They want to remind citizens no financial institution will call you and ask for personal information over the phone or via e-mail. The only time that information should be given out is if you initiate the call and it is to a trusted source.