

Personal Banking

Agriculture & Business

Things will look a bit different when you log in to online banking! We are implementing 2-Step Verification for added protection. For more information, click here. For assistance with logging in and adding 2-Step Verification, please call 204-385-6191. X



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LOGIN

Bank

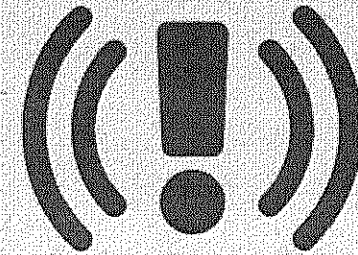
Borrow

Invest

Insure

Learn

Cyber Update



CYBER UPDATE

Member Update: November 30, 2021

The privacy and protection of your information is our top priority.

November 30th, 2021

24632

Further to our previous communications, we have now completed an investigation of the incident that impacted our systems.

Our investigation revealed that this was a cyber security incident during which unknown individuals used malware to illegally access our network between September 19th and September 30th, 2021.

Once we discovered the incident, we immediately engaged world-class forensic experts to contain and investigate the incident, and our systems were locked down and secured in order to protect your information.

Out of an abundance of caution, we wanted to make you aware that some of your personal information may have been accessed during the incident. In particular, this may include debit card numbers, SINs, drivers' licenses, account numbers, and contact information such as addresses and phone numbers.

We took immediate and comprehensive steps and we will continue to take all reasonable steps to minimize any risks to you arising from the incident. Further, please be assured that there is no evidence of any public disclosure or misuse of your information due to the incident at this time.

In addition to the above, Stride has reported the incident to law enforcement, appropriate privacy commissioners, and other organizations who can assist with mitigating any risks from the incident. Stride has also implemented a number of additional safeguards to minimize risks to your information going forward.

Given the immediate and comprehensive actions taken we consider the risk to members low however as a precautionary measure, Stride Credit Union is offering you an identity theft and credit monitoring solution free of charge for two years. Stride Credit Union is paying for this service and it will only take you five minutes to sign up. To activate your account, please contact us at the information outlined below before April 30th, 2022.

There are additional things we recommend you do to protect yourself and your online information:

- Use strong passwords - alphanumeric in nature (a combination of both upper and lowercase letters as well as numbers and special characters).
- Change your passwords regularly.
- Clear your browsing history regularly and at the conclusion of any online banking or other transactions where you make online purchases.
- Sign up for banking alerts that will notify you when your password has been changed or your banking account has been accessed/used.
- Do not click on links, provide money, or confidential information where you cannot independently verify the authenticity of a request.

We deeply regret any impact this incident may have caused for you. Stride takes the privacy and protection of your information extremely seriously, as we know that trust forms the very foundation of our relationship with you.

If you have any further questions, please refer to our dedicated website landing page for additional information and resources at www.stridecu.ca/cyber-update or contact us at 204-385-6189 or by email at datasecurity@stridecu.ca.

Thank you for your trust and support.

Yours truly,

Brent Budz
Chief Executive Officer
Stride Credit Union

Frequently Asked Questions

What steps has Stride taken to strengthen its systems? How can you prevent this from happening again?

Here are just some of those changes that we have made to best protect your information by strengthening our information security program:

- Once we discovered the incident, we immediately engaged world-class forensic experts to contain and investigate the incident, and our systems were locked down and secured in order to protect your information.
- We took immediate and comprehensive steps and we will continue to take all reasonable steps to minimize any risks arising from the incident. Further, please be assured that there is no evidence of any public disclosure or misuse of your information due to the incident at this time.
- Stride has reported the incident to law enforcement, appropriate privacy commissioners, and other organizations who can assist with mitigating any risks from the incident. Stride has also implemented a number of additional safeguards to minimize risks to your information going forward.
- We have engaged an independent third-party professional services firm to objectively evaluate the response to the cyber-attack, efficacy of our security programs and capabilities, and make recommendations for further process enhancements.
- We continue to deploy cyber security firms to monitor the dark web and other online locations for information related to the cyber-attack. To date, no public disclosure of customer data from the attack has been identified.
- We have implemented strengthened cybercrime detection technology across the organization.

Questions?

Call us at 204-385-6189 or email us at datasecurity@stridecu.ca.

- Our teams organization-wide will continue to participate in annual security and privacy awareness and training programs.

What happened?

During routine proactive surveillance of our system, our IT team identified a server issue on September 29th, 2021. Our investigation has since revealed that this was a cyber security incident during which unknown individuals used malware to illegally access our network between September 19th and September 30th, 2021.

Once we discovered the incident, we immediately engaged world-class forensic experts to contain and investigate the incident, and our systems were locked down and secured in order to protect your information.

Out of an abundance of caution, we wanted to make you aware that some of your personal information may have been accessed during the incident. In particular, this may include debit card numbers, SINs, drivers' licenses, account numbers, and contact information such as addresses and phone numbers.

We took immediate and comprehensive steps and we will continue to take all reasonable steps to minimize any risks to you arising from the incident. Further, please be assured that there is no evidence of any public disclosure or misuse of your information due to the incident at this time.

In addition to the above, Stride has reported the incident to law enforcement, appropriate privacy commissioners, and other organizations who can assist with mitigating any risks from the incident. Stride has also implemented a number of additional safeguards to minimize risks to your information going forward.

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Email: datasecurity@stridecu.ca

When did you find out about the cyber incident?

During routine proactive surveillance of our system, our IT team identified a server issue on September 29th, 2021. Our investigation has since revealed that this was a cyber security incident during which unknown individuals used malware to illegally access our network between September 19th and September 30th, 2021.

How has Stride responded to the cyber incident?

Once we discovered the incident, we immediately engaged world-class forensic experts to contain and investigate the incident, and our systems were locked down and secured in order to protect your information.

Out of an abundance of caution, we wanted to make you aware that some of your personal information may have been accessed during the incident. In particular, this may include debit card numbers, SINs, drivers' licenses, account numbers, and contact information such as addresses and phone numbers.

We took immediate and comprehensive steps and we will continue to take all reasonable steps to minimize any risks to you arising from the incident. Further, please be assured that there is no evidence of any public disclosure or misuse of your information due to the incident at this time.

In addition to the above, Stride has reported the incident to law enforcement, appropriate privacy commissioners, and other organizations who can assist with mitigating any risks from the incident. Stride has also implemented a number of additional safeguards to minimize risks to your information going forward.

Given the immediate and comprehensive actions taken we consider the risk to members low however as a precautionary measure, Stride Credit Union is offering you an identity theft and credit monitoring solution free of charge for two years. Stride Credit Union is paying for this service and it will only take you five minutes to sign up. To activate your account, please contact us at the information outlined below before April 30th, 2022.

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Why are you notifying customers now?

During routine proactive surveillance of our system, our IT team identified a server issue on September 29th, 2021.

Once we discovered the incident, we immediately engaged world-class forensic experts to contain and investigate the incident, and our systems were locked down and secured in order to protect your information.

Now that the experts have completed the investigation, it has since been revealed that this was a cyber security incident during which unknown individuals used malware to illegally access our network between September 19th and September 30th, 2021.

Out of an abundance of caution, we wanted to make you aware that some of your personal information may have been accessed during the incident.

Is my information safe now?

We took immediate and comprehensive steps and we will continue to take all reasonable steps to minimize any risks to you arising from the incident. Further, please be assured that there is no evidence of any public disclosure or misuse of your information due to the incident at this time.

What else can I do to protect myself?

1. I didn't sign up for the cybersecurity protection – is it still available?

You can register for these services until April 30th, 2022. To activate your account, please contact us at the information

You can register for these services until April 30th, 2022. To activate your account, please contact us at the information outlined below before this date.

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2. What services are you offering to protect my information/data?

Given the immediate and comprehensive actions taken we consider the risk to members low, however as a precautionary measure, Stride Credit Union is offering you an identity theft and credit monitoring solution free of charge for two years. Stride Credit Union is paying for this service and it will only take you five minutes to sign up. To activate your account, please contact us at the information outlined below before April 30th, 2022.

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Email: datasecurity@stridecu.ca

3. Should I change my password to my online banking account and app?

Our investigations to date indicate that our online banking portals were not impacted by this incident. However, as best practice, there are additional things we recommend you do to protect yourself and your online information:

- Use strong passwords - alphanumeric in nature (a combination of both upper and lowercase letters as well as numbers and special characters).
- Change your passwords regularly.
- Clear your browsing history regularly and at the conclusion of any online banking or other transactions where you make online purchases.
- Sign up for banking alerts that will notify you when your password has been changed or your banking account has been accessed/used.
- Do not click on links, provide money, or confidential information where you cannot independently verify the authenticity of a request.

Have those impacted been notified?

Stride takes the privacy and protection of your information extremely seriously, as we know that trust forms the very foundation of our relationship with you. In the interest of transparency, and as required by privacy regulations, we have notified those impacted and set up this website landing page to provide further information and resources to those impacted by the incident.

Get in touch



Send us an email



204-385-6189



Find a branch



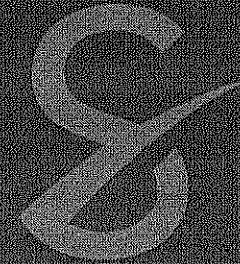
After Hours Support

Lost or Stolen Member Cards® 1-888-277-1043 (Available 24/7)
Online Banking 1-855-810-1707 (Available 24/7)
Collabria Credit Cards® / Canada & US 1-855-341-4643 / International 1-647-252-9564



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By the Deposit Guarantee Corporation of Manitoba



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