



Cyber Security Incident



ATTENTION! Important Member Update:

Following the identification of a recent cybersecurity incident experienced by one of our managed services providers, their investigation determined that unknown individuals gained unauthorized access to some information.

We have launched an investigation into this incident and have engaged leading cybersecurity experts to support the investigation and our response.

Out of an abundance of caution, we want to make our members aware that some personal information may have been accessed during the incident. However, please be assured that there is no evidence of misuse of information due to the incident at this time.

Christian Credit Union takes the privacy and protection of your information extremely seriously.

General notification regarding the incident:

[Click here](#)

FAQ relating to the incident:

[Click here](#)

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General Notification



Important member update – Notice of cybersecurity incident

As your faithful financial partner, Christian Credit Union takes the privacy and security of its members very seriously.

To this end, we would like to inform you of a recent cybersecurity incident experienced by a managed services provider that offers a range of information technology and related services to Christian Credit Union.

What Happened

On June 8, 2022 the managed services provider notified us that they had experienced a cybersecurity incident. They confirmed that they took immediate action to block the incident to limit the impact on their clients and began investigating to assess what information may have been compromised.

On June 15, 2022, the services provider informed Christian Credit Union that the investigation had revealed that unknown individuals may have gained unauthorized access to some information hosted by the provider. Out of an abundance of caution, we launched an investigation into this incident. Following this investigation, we will evaluate how to implement additional security measures to further protect your information.

What Information Was Involved

As a precautionary measure, we wanted to let you know that some of our employees' and members' personal information may have been accessed during the incident. For members, this may include names and account numbers, and for some also debit card number, or either SIN or birthday or both. For former and current employees, this may include name, contact and credit information, as well as for some SIN and salary information. Please note that the impacted information categories may vary from member to member; please call us if you have specific questions about this.

What We Are Doing

We have alerted law enforcement and appropriate privacy commissioners and have engaged leading cyber security experts to support the investigation and our response.

There is no evidence that any personal information was misused as a result of this incident, and given the immediate and comprehensive actions taken, we consider the risk to members low. However, as a precautionary measure, we wanted to notify you and provide you with complimentary identity theft and credit monitoring solutions free of charge for 24 months. Through this, you will be able to receive regular alerts to notify you if there are significant changes to your credit report.

Please send an email to privacy@christiancu.ca to access this service.

In order to protect against fraudulent access to credit report information, you will be subject to a verification and authentication process.

What You Can Do

There are additional steps we recommend you take to protect yourself and your information online:

- Monitor your financial accounts with care. If you see any transactions you do not understand or that appear suspicious, or if you suspect fraudulent activity has occurred involving a credit or debit card, contact your financial institution.
- Regularly change and create strong passwords for any online accounts, in particular those that use or relate to your social insurance number.
- Be cautious of any unsolicited communication (phone call, email, etc.) that asks for your personal information or refers you to a Web page asking for personal information.
- Do not click on links, provide money, or confidential information where you cannot independently verify the authenticity of a request.
- 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.
- Contact the appropriate authorities if you notice any suspicious activity.
- Sign up for the credit monitoring services being offered further above.

Get additional tips and resources for protecting your identity:

[Learn More](#)

For More Information

We know you may have more questions, and we are here to support you. Please contact privacy@christiancu.ca.

We take this incident, and the privacy and protection of your information extremely seriously. We are profoundly grateful for your understanding and support, and we regret any impact this incident may have caused you.

Thank you for your trust and support.

Sincerely,

John Veldkamp, CEO
Christian Credit Union



Frequently Asked Questions



Cyber Security Incident

1. What happened?



On June 8, 2022, a managed services provider that provides a range of information technology and related services to Christian Credit Union, notified us that they had experienced a cybersecurity incident. They confirmed that they took immediate action to block the incident to limit the impact on their clients and began investigating to assess what information may have been compromised.

On June 15, 2022, the service provider informed Christian Credit Union that the investigation had revealed that unknown individuals may have gained unauthorized access to some information hosted by the provider. Out of an abundance of caution, we launched an investigation into this incident. Following this investigation, we will evaluate how to implement additional security measures to further protect your information.

At present, there is no evidence that any personal information was misused as a result of this incident.

2. When did this incident occur?



On June 8, 2022, a managed services provider that provides a range of information technology and related services to Christian Credit Union, notified us that they had experienced a cybersecurity incident. They confirmed that they took immediate action to block the incident to limit the impact on their clients and began investigating to assess what information may have been compromised.

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At present, there is no evidence that any personal information was misused as a result of this incident.

3. What type of incident was this?



It was a cybersecurity incident.

4. Were you hacked / what was the impact of the incident?



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On June 15, 2022, the service provider informed Christian Credit Union that the investigation had revealed that unknown individuals may have gained unauthorized access to some information hosted by the provider. Out of an abundance of caution, we launched an investigation into this incident. Following this investigation, we will evaluate how to implement additional security measures to further protect your information.

At present, there is no evidence that any personal information was misused as a result of this incident.

5. How did you respond to the incident?



We immediately initiated an investigation. We have alerted law enforcement and have engaged leading cyber security experts to support the investigation and our response. At present, there is no evidence that any personal information was misused as a result of this incident.

6. What does it mean for Christian Credit Union's operations?



There have been no operational issues.

7. What is my risk?



We consider the risk to members low. However, we have notified affected individuals personally and provided further guidance.

8. Why didn't Christian Credit Union take any action between June 8 and June 15?



On June 8, 2022, a managed services provider that provides a range of information technology and related services to Christian Credit Union, notified us that they had experienced a cybersecurity incident. They confirmed that they took immediate action to block the incident to limit the impact on their clients and began investigating to assess what information may have been compromised. At that time, it was our understanding that Christian Credit Union had not been impacted.

On June 15, 2022, the service provider informed Christian Credit Union that the investigation had revealed that unknown individuals may have gained unauthorized access to some information hosted by the provider. Out of an abundance of caution, we launched an investigation into this incident. Following this investigation, we will evaluate how to implement additional security measures to further protect your information.

9. What has been done by Christian Credit Union since June 15th?



When we were informed that some of our information had been impacted, we launched an investigation into this incident. Following this investigation, we will evaluate how to implement additional security measures to further protect your information. We have alerted law enforcement and have engaged leading cyber security experts to support the investigation and our response.

10. I am looking for more details on the incident – how can I find out more?



To find out more information, please visit our website at www.christiancu.ca or for member enquiries, please contact privacy@christiancu.ca.

11. Has the Privacy Commissioner been informed?



Yes. Notification has been provided to all relevant Privacy Commissioners. We have also alerted law enforcement.

12. Who was the Managed Services Provider who experienced the cyber incident?



Celero Solutions, a managed services provider that supports a range of information technology and related services to Christian Credit Union and other credit unions.

13. Was only Christian Credit Union impacted or did this incident impact other credit unions?



We cannot speak to the details of what has or has not happened at other credit unions.

14. What steps is Christian CU taking moving forward to safeguard my information?



The security of our members' information is a top priority. Our investigation is ongoing, and it will encompass evaluation of security measures.

15. What information was impacted?



As a precautionary measure, we wanted to let you know that some of our employees' and members' personal information may have been accessed during the incident. For members, this may include names, and account numbers, and some also debit card number, or either SIN or birthday or both. For former and current employees, this may include name, contact and credit information, as well as for some SIN and salary information. Please note that the impacted information categories may vary from member to member; please call us if you have specific questions about this.