

## WFG Underwriting Bulletin



To: All California Policy Issuing Agents; All WFG Title Examiners and Officers  
From: WFG Underwriting  
Date: July 5, 2024  
Bulletin No. CA 2024-01  
Subject: Patelco Credit Union Cyber Incident

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We have been advised that Patelco Credit Union has experienced a cyber-security event going back to June 29. As a precautionary measure, Patelco Credit Union has restricted access to certain systems.

We have been advised that Patelco Credit Union is working to address the issue and to restore normal operations as quickly as possible. On July 3, they reported “Today, we have good news: our cyber security specialists have validated and greenlighted our core systems.”

**However, they are not yet fully up and running and it is possible that nefarious actors have introduced fraudulent payoff and wire instructions.**

### **Until further notice:**

- Do not transmit funds by Wire to Patelco Credit Union using wire instructions from a recently received payoff statement/demand.
- If you have a closing involving a payoff to Patelco, and received a payoff statement/demand before June 26, you may issue payment by physical check with appropriate per diem amounts. These may be mailed to:

Patelco Credit Union  
Attention: Home Loan Servicing  
3 Park Place  
Dublin, CA 94568

- Payoff statements/demands received after June 26 should be verified by calling a known good number for a Patelco branch office.
- If you have a new loan being made by Patelco Credit Union, it is imperative that you communicate with the loan officer at a known “good number.” It is unlikely that they will be in a position to close before their computer systems have been fully restored.

Additional information may be available at Patelco Credit Union website: <https://www.patelco.org/securityupdate> or by calling Patelco Credit Union’s Customer Service line at: 800.358.8228

At this point, we know little more than is set forth above.

**NOTE: The information contained in this Bulletin is intended solely for the use of employees of WFG National Title Insurance Company, its title insurance agents and approved attorneys. Disclosure to any other person is expressly prohibited unless approved in writing by the WFG National Title Insurance Company’s Underwriting Department.**

**The Agent may be held responsible for any loss sustained as a result of the failure to follow the standards set forth above.**