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INTOUCH CREDIT UNION JOINS NATIONAL MEMBER PROTECTION INITIATIVE TO ADVANCE MEMBER-FIRST SCAM PROTECTION

Initiative launches during FTC National Consumer Protection Week, uniting forward-leaning credit unions to strengthen member protection through AI-driven approaches

(Plano, TEXAS – March 3, 2026)— InTouch Credit Union (ITCU) today announced its participation in the **National Member Protection Initiative (NMPI)**, a collaborative industry program launched in partnership with [Charm Security](#) and [Curql Collective](#) to help credit unions strengthen how they protect members from scams and fraud.

Launching during the **Federal Trade Commission’s National Consumer Protection Week**, NMPI brings together forward-leaning credit unions committed to taking a proactive, leadership-driven approach to member protection. By joining the initiative, ITCU is reinforcing its commitment to member security, education, and innovation - alongside peers across the country.

“Protecting our members from scams and fraud is a critical part of how we serve our communities. By joining the National Member Protection Initiative led by Charm Security, we’re working alongside other credit unions to stay ahead of scams by safeguarding member information and putting their financial well-being first”, said Kent Lugrand, President & CEO, InTouch Credit Union.

Raising the Bar for Member Protection

Scams are no longer isolated transactional events - they are often long-running, highly manipulative schemes designed to exploit trust, urgency, and emotion. NMPI was created to help credit unions move faster together by sharing best practices, strengthening member education, and evaluating modern approaches to scam prevention, intervention, and support.

Through the initiative, participating credit unions collaborate with peers and gain exposure to emerging tools, insights, and operational models, in collaboration with Charm Security and Curql Collective, aimed at improving scam awareness, accelerating response, and supporting members during high-risk moments.

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About InTouch Credit Union

InTouch Credit Union (ITCU) is a member-owned financial institution that serves individuals and families across the United States, primarily focusing on the Texas, Nevada and Michigan regions. With an emphasis on providing exceptional service and innovative financial solutions, InTouch Credit Union has been committed to helping its members achieve their financial goals since 1974 and currently serves a growing membership in all 50 states and more than 20 countries around the world. For more information, visit www.itcu.org.

About the National Member Protection Initiative (NMPI)

The **National Member Protection Initiative** is a collaborative industry program designed to help credit unions advance AI-driven approaches to scam and fraud prevention. Launching during FTC National Consumer Protection Week, NMPI highlights credit unions that are stepping forward to lead the next chapter of member protection.

About Charm Security

Charm Security builds the Agentic AI Workforce for scam, fraud, and cybercrime prevention and resolution. Charm's AI agents combine fraud and security expertise with behavioral psychology and a deep understanding of human vulnerabilities and exploit techniques to guide real-time prevention, intervention, and resolution in high-risk moments. Acting as expert teammates to fraud, financial crime, security, and customer-facing teams, Charm helps institutions reduce losses and operational costs while improving decision quality, speed, and overall effectiveness.

www.charmsecurity.com

About CurqI Collective

CurqI is a collective of 160+ credit unions jointly investing in fintech, bringing timely solutions to the credit union industry. With a portfolio of 50+ fintech partners, CurqI ensures that technology is designed specifically for credit unions, allowing them to better serve their members and remain competitive.

www.curqi.com