



SENIOR SAFEGUARD | Frequently Asked Questions

Who can participate in Senior Safeguard?

Current employees of all MD|DC Credit Union Association **member credit unions** are eligible for training and certification through Senior Safeguard. Participants can get started by registering for Senior Safeguard at mddccua.org.

Can credit unions track the certification activities of their employees?

Yes, the MD|DC Credit Union Association can provide a report of activities upon request. To receive a customized report, please contact Michelle Byrnie-Parker at mparker@mddccua.org

Is group training available?

The coursework is designed for individual training. Employee progress is tracked on an individual basis and certification is awarded upon completion of coursework.

Does Senior Safeguard training support the Senior Safe Act provision of the Economic Growth, Regulatory Relief, and Consumer Protection Act (Senate Bill 2155)?

Yes, the Senior Safe Act allows financial institutions to report suspected senior fraud to law enforcement without liability, as long as they have trained their employees in how to detect suspicious activity.

I have tried to reset my Senior Safeguard password, but I haven't received the automatic email to reset my password. What can I do?

Please ask your IT department to white list the EVERFI email address (our Senior Safeguard partner) for the automatic email and try again. The address used to deliver these reset emails is noreply@everfi.net.

If I need technical support with the coursework, who can I contact?

For technical support, please contact our partner's support team at EVERFI by email at: atworksupport2@everfi.com or by phone at 855.385.8488.

How can I find out about membership with the MD|DC Credit Union Association?

The MD|DC Credit Union Association would be happy to schedule a visit with your credit union to discuss the value and benefits of membership. Please contact our VP of Engagement, Leigh Philibosian at lphilibosian@mddccua.org or 443.325.0768.