



# TEXT FRAUD ALERTS

## How does it work?

Keeping your account safe and secure is our highest priority. We're adding Text Fraud Alerts as part of our debit card protection program.

You'll receive a text alert when suspicious activity is detected on your First State Bank debit card. Your **YES** or **NO** reply will confirm or deny the activity.

A **NO** reply will **confirm the activity is in fact fraudulent**; you'll quickly receive a follow up text to let you know that a SHAZAM fraud specialist will call you soon to help protect your account. We'll also **automatically block your debit card** to prevent any additional fraudulent activity.

A **YES** reply will let SHAZAM know **the activity is legitimate** and you can **continue to use your debit card as normal**.

If you don't reply to the text, or your phone number is not a mobile number, we'll attempt to reach you via automated voice call.

Text message alerts from: 72718

Automated phone calls from: 855-219-5399

**Make sure to save these numbers to your contacts so you don't miss any alerts.** This added protection to your debit card is automatic and text message alerts are free.

If you have any questions, or ever see a suspicious transaction on your debit card, please contact a Personal Banker at any of our seven convenient locations!

**IMPORTANT: We will NEVER request card or account information via text, phone or email!**