

# SECURITY AWARENESS UPDATE

Protecting your personal and financial information is our top priority. We have important educational information regarding a recent increase in fraudulent phone calls targeting bank customers.

## Recognizing the Scam

In this scam, callers falsely claim to be from the bank's "Fraud Department." They may attempt to persuade you into sharing your eBanking login credentials, PINs, or full Social Security Number.

**Important: Our Fraud Department does NOT contact customers directly under any circumstances. We will never ask for your full login credentials or PINs over the phone, text, or email.**

## How to Identify Legitimate Alerts

Our bank uses a third-party vendor, Fiserv, to send legitimate debit card fraud alerts. These alerts:

- Always reference a specific transaction.
- Come from the Fraud Watch number: 833-735-1891 (last digit may vary).
- Will never ask for your eBanking login or password.

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## How to Protect Yourself



**DO NOT ENGAGE:** If you receive a call claiming to be from our bank Fraud Department, hang up immediately.



**DO NOT SHARE:** Never provide your eBanking credentials, PINs, or SSN to anyone who calls or texts you.



**VERIFY THE SOURCE:** If a message seems unusual, contact us directly by calling Customer Service or your local branch using a number you know and trust.

**We recommend visiting the industry-wide #BanksNeverAskThat campaign to learn more about protecting your account.**

[Learn More](#)

## Concerns About Your Account Security?

If you have already provided information due to a suspicious call, **please contact us immediately so we can assist you in securing your account.**

**Call our 24/7 Compromised Card line at 833-337-6075 or visit your local branch.**



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