

Automated Debit Card Fraud Alert System

How it works:



1. Email

If potential fraud is detected, you'll receive an **Automatic Email Notification** with the option to confirm All Transactions Authorized or One or More Transaction(s) NOT Authorized by clicking on the appropriate link. These emails will be sent 24/7.

The Email Alert will be from Blackhawk Bank Fraud Center

Should you respond that the activity is fraud, a Fraud Center analyst will contact you if it's between 8 am - 9 pm. Outside of these hours, please call 24/7 at 800.417.4592.

If you confirm the activity is legitimate, you'll receive an email thanking you for confirming the activity is genuine.



2. Text Alert

If you haven't responded to the email after one minute, you'll receive a **Text Alert** giving you the option to reply with YES or NO.

Texts are delivered 24 hours a day. **The Short Code is 96923.**

To opt out, reply STOP.

You'll receive a confirmation text after you respond with further instructions if needed.

It's CRITICAL for the Bank to have your correct phone number!

Please call Client Services at 866.771.8924 during business hours if your info needs updating.



3. Automated Phone Call

If after 5 minutes you don't respond to the Text, you'll receive an **Automated Phone Call** to confirm or deny fraud by using verification and prompts. The call will also give you the option to speak to a Fraud Analyst.

Calls will occur between 8:00 a.m. and 9:00 p.m. local time.

Will call home, mobile and work, leaving a voice mail if no answer. Then mobile, home and work 180 minutes after the first attempt; will leave a message only if one could not be left at the first attempt.

The messages will never ask for your PIN or account number, just a response of "Fraud" or "No fraud."

Your card will be blocked from further activity until a response is received.

Calls will come from an **Auto Dialer Phone Number of 1-800-237-8990**. Please add this number to your Contacts and label it "Fraud Center." It will display whenever you get a call from the Fraud Center. When you respond to a contact from the Auto Dialer, this is the number you'll use. *Please don't call this number unless you're contacted by it first!*

Frequently Asked Questions:



Should I contact the Bank before traveling to report that my pattern of debit card use will change?

Yes. Call the Bank to alert us as to what states/countries you'll be visiting, and for how long.

If I'm outside of the US, will the auto-dialer call me?

No, the auto-dialer will not call outside the U.S.

Will the auto-dialer voice be a male or female?

Female.

What if there are multiple transactions listed in the email, and some are fraud and some are not?

You should select the Fraud option. You will then be contacted/connected to a Fraud Analyst to go through the transactions and confirm which are fraudulent.

If I accidentally click the link in the email confirming not fraud, but meant to confirm that it was fraud, am I able to go back to the email and click the correct link?

No, when you click on the link, it closes the case. For additional assistance, call Client Services 866.771.8924 during normal business hours. After hours, call the Fraud Center at 855.293.2456.

If I have multiple phone numbers will there be a voice message left on each phone?

Yes, on all the phone numbers we have on file.

Are text replies case sensitive?

No.

How long do I have to respond to a text message?

30 days.

How many transactions can be displayed in the email?

Only 5, but the Fraud Analyst will be able to review all transactions with you.

Who will order my new card when fraud is verified?

To order a replacement card, please call Client Services at 866.771.8924 or visit an office near you.

If I verify fraud, who should I contact to dispute the fraudulent transactions?

Call Client Services at 866.771.8924 or visit an office near you for additional assistance.

To report a lost or stolen Debit MasterCard, call Client Services at 866.771.8924:

• 8:00AM - 6:00PM, Mon. thru Fri.

• 8:30AM - 12:30PM, Sat.

• **After hours, 888.297.3416 in US or 206.389.5200 outside the US.**