

Fraud Alert Enrollment: What You Need to Know

On October 19th, 2021 Waumandee State Bank's existing Fraud Text Alerts program will shift from enrolling only those who have requested it to enrolling *all compatible customers* by default. This will ultimately help customers by giving them the ability to prevent, identify, and report fraud sooner.

Who will be enrolled in fraud text alerts?

All customers who meet both of these requirements:

1. Have a phone number capable of receiving SMS (Short Message Service) text messages or voice calls
2. Have a Waumandee State Bank debit card

What will this shift in enrollment mean? How does enrollment work?

This enrollment of all customers won't require any action on your part. If you meet the requirements listed above, you will simply be enrolled on October 19th.

All fraud alert text messages received will come from this short code phone number: **37268**.

What are fraud text alerts? How do they work?

When our automated fraud detection system sees a debit card transaction that is potentially fraudulent, it will automatically send a text message to that customer with the following wording:

"Waumandee State Bank Fraud Alerts, did you attempt a transaction on Debit Card ending XXXX at Merchant XYZ for \$20.00?"

The customer can then send a text message reply with "YES" to indicate they attempted the transaction or "NO" if it is fraudulent. If the customer replies "YES", no further action is required. If they reply "NO", our system will act to temporarily disable the customer's debit card so no further transactions can be attempted. The customer will then be sent the phone number for our twenty-four-hour fraud help line. If you prefer, customers are welcome to call their local bank office instead.

Why is Waumandee State Bank choosing to enroll all compatible customers?

Customer service and security has always been Waumandee State Bank's top priority. Enabling this feature for all will help us deliver the best service to every customer. If a customer prefers not to receive these alerts, they can opt out easily.

How are certain transactions deemed "potentially fraudulent"?

A debit card transaction could be flagged as potential fraud for a variety of reasons. This could be anything from the number of times a transaction was attempted, where the transaction originated, the amount, or any other combination of risk factors.

See page 2 for further Q & A →

If you wish to opt out of these text message alerts, all you need to do is to reply "STOP" in all capital letters to any alerts text you may receive.

What if I've already opted out of text alerts?

This changeover is considered a different program even though the format of the alerts is the same. Because of this **you will have to reply "STOP"** the first time you receive a fraud alert message. This will prevent any further text alerts.

What if I don't have a compatible SMS number?

If you have a debit card through Waumandee State Bank but no SMS compatible phone number, you may receive an automated voice call in place of a text. The call will be worded as follows:

"This is the Fraud Detection Center calling to verify recent activity on your Waumandee State Bank debit card ending in (last four digits of your card number)."

Follow the remaining instructions in the message to confirm or deny the recent debit card activity.

If I'm unable to reply to either fraud alert text or phone call will my card be disabled?

If the bank is not immediately able to reach you or you are unable to reply, don't worry. The bank will not disable your card if unable to respond to this initial fraud alert.

If the transaction generates a fraud report, your local bank branch will attempt to contact you via phone call within the next few business days. If this second contact attempt also fails, your card may be disabled until we hear from you.

What about customers who open accounts with Waumandee State Bank following the rollout date?

Any new customer who meets the requirements for our alerts will be enrolled automatically after the October 19th rollout date.

What if I need help or have questions about Text Alerts?

Reply HELP to any text alert message you receive, or call 1-844-544-3265 to be put through to our toll-free help line. You can also call any one of our eight Waumandee State Bank locations directly.