

DEBIT CARD FRAUD ALERTS

TEXT ALERTS

Fraud Alert text notifications and enrollment messages from the Fraud Detection Center will have an identification code of **207-33**. If you receive a text message without this code, it may originate from an unauthorized source. If you no longer want to receive text message alerts reply STOP to cancel Fraud Alert Text Messages.

PHONE ALERTS

You may receive an automated call from the Fraud Detection Center if there has been unusual activity on your debit card. The message will ask you to verify your name and the last four numbers of your debit card. For security purposes you will be asked to enter your 5 digit zip code. You will then be asked to validate the last 1-3 transactions on your card.

To return a call to the Fraud Detection Center, please call **1-877-253-8964** and be prepared to enter your case number. You may also need to provide your name and last 4 digits of your social security number for verification purposes.

SECURITY

The Fraud Detection Center will never ask for your account number, complete card number or complete social security number. Never give this information to anyone contacting you by phone, email or text message.

OPT-OUT

If you no longer wish to receive these alerts, you will have the option to Opt-out. Franklin Bank does not recommend opting out because you will no longer be notified of possible fraud which could result in unauthorized transactions posting to your account.