

September, 2018

Debit Card Fraud Protection Enhancements

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

You will receive text alerts when suspicious activity is detected on your Iowa State Bank debit card. If you receive a “fraud alert,” reply Yes or No to confirm or deny the activity.

If you reply **No** (the activity is fraudulent), you will 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 will also automatically block your debit card to prevent any additional fraudulent activity.

If you reply **Yes** (the activity was legitimate), you can continue to use your debit card as normal. If you do not reply to the text, or your phone number is not a mobile number, we will attempt to reach you via automated voice call.

Please save the numbers below to your contacts so you do not miss any alerts. This added protection to your debit card is automatic and text message alerts are free.

Text message alerts from: 72718

Automated phone calls from: 855-219-5399

If you have changed your cell phone number or want to verify that we have your most current cell phone information, please call:

Sac City - 712-662-4721

Lake View - 712-657-2721

Odebolt - 712-668-4881

Important: We will never request card or account information via text, phone or email.

SHAZAM is our debit card processor.