



Keeping your account safe and secure is our highest priority. As part of our debit card protection program, when suspicious activity is detected on your debit card, you will receive a “fraud text”.

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’ll quickly receive a follow up text to let you know that a SHAZAM Fraud specialist will call you soon to help protect your account. Your debit card will automatically be blocked 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 don’t reply to the text or your phone number is not a mobile number, we’ll attempt to reach you via automated voice call.

So you don’t miss any alerts, please save these numbers to your contacts:

**Text message alerts from :72718** (text message alerts are free)

**Automated phone calls from: 855-219-5399**

