

TEXT FRAUD ALERTS

Debit Card Protection Program

Keeping your account safe and secure is our highest priority. You will begin receiving text alerts from SHAZAM®, our debit card processor, when suspicious activity is detected on your F&M debit card.

If you receive a “Fraud Alert,” please 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. We’ll 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 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.

Important SHAZAM® Numbers:

Text message alerts from: 72718

Automated phone calls from: 855-219-5399

Make sure to **save these numbers** to your contacts so you don’t miss any alerts. This added protection to your debit card is automatic.*

If you have any questions, or ever see a suspicious transaction on your debit card, please contact us.

Please be sure F&M has your current cell phone number. If you do not have a cell phone, be sure F&M has your current home land line phone number.

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

**Text messages may count against your cell phone plan.*

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