

# Compromised Debit Cards

## Frequently Asked Questions

We are sure you have a lot of questions right now. Please read on and don't hesitate to contact one of our trained professionals at 866-254-4791 if these "Frequently Asked Questions" don't address your individual concerns.

### Q. I was just notified that my Debit Card has been compromised. Now what?

A. We are so sorry that you have to experience the inconvenience of a compromised/blocked card. When we notify you of the compromise, we will advise you to quit using the card, cut it up (destroy it) and dispose of it. ***Please know that we understand the anxiety and annoyance you must be feeling. You will not have to pay any fraudulent charges that may be come through prior to the detection of the fraud.***

### Q. What is a "compromised" Debit Card?

A. A card is considered "compromised" when it is at risk of being used in a fraudulent manner. This can happen as a result of the theft of data stored in a computer, unauthorized computer network access, or any other suspicious event. Card information can also be stolen when shopping at a store or when data is sent electronically when making an online payment.

### Q. What do we do to notify our members that their card information has been obtained by unauthorized persons?

A. We treat all such events with the utmost caution. So much so, that we require all compromised cards, regarded as high-risk, be canceled. We replace them with a new card

at no cost to the cardholder. As a rule, we attempt to contact the cardholders by email or by mail to inform them about the situation.

## **Q. Does this mean that unauthorized transactions have been posted to my account?**

A. The fact that a card is considered ‘compromised’ does not mean fraudulent activity is present. In fact, this happens very rarely and of all compromised card numbers we receive, very few of those have unauthorized transactions posted.

## **Q. How can I avoid such situation?**

A. We advise you to monitor your monthly account statement closely and systematically. As an added advantage, our online banking system allows you to view your account transaction history.

## **Q. Do all financial institutions block compromised cards and issue new ones after being informed that cards numbers have been disclosed to unauthorized persons?**

A. NO, there is no such requirement. Some institutions don’t even inform their customers that they have received such information. They pass all responsibility for discovering fraud onto their customers. Conversely, we want to protect our members from unauthorized use of stolen card numbers. This protects them against thieves who could use these numbers in the future, even months or years later. To evade such situations, we void these cards and issue new ones as soon as we receive information that the card numbers have been compromised.

## Q. What if I have preauthorized debits made to my compromised card number?

- A. You should contact the merchant(s)/payee(s) immediately upon receipt of your replacement card(s) and provide them with the new card number and expiration date. This process may be as simple as logging into the corresponding merchant(s) site and updating the information yourself.

## Q. What should I do if I notice fraud on my Debit Card account?

- A. If the card has not yet been blocked, immediately call us at 866-254-4791.