

## **New Fraud Prevention Service**

**Beginning June 8<sup>th</sup> 2016**

In our continuing efforts to keep your Lebanon Federal Credit Union accounts secure, we've improved our alert system for potential fraud. Currently LFCU's card monitoring service notifies members by email and telephone alerts. Starting June 8th, text messaging will also be used to alert members of potential fraud.

Here's how it works:

1. When potential fraud is detected, you will receive an automatic email notification from Lebanon Federal Credit Union, with the option to reply with **"Fraud"** or **"No Fraud."**
2. One minute after the email, you will receive a text alert from **32874** between 7am and 9pm, which also has the **"Fraud"** or **"No Fraud"** option.
3. If there is no response received from you, five minutes after the text alert, you will receive automatic phone calls to confirm or deny fraud.

Remember – our messages will *never* ask for your PIN or account number.  
Verification of Zip Code or phone number may be required.

Any questions, please call 717.272.2210.

