

# Fraud Alerts

How it Works & What You Need to Do

**RCB BANK**

*That's my bank!*

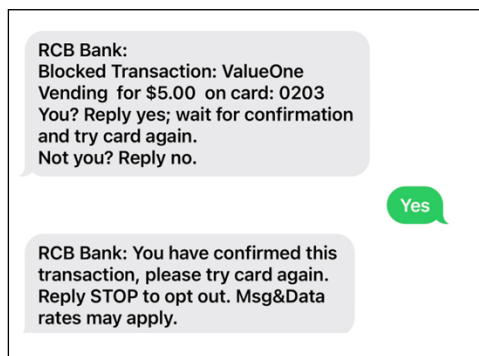
RCB Bank debit card holders will **automatically receive fraud alerts** concerning suspicious activity on their debit card.

**1** Alerts will be sent to you via text alerts, email alerts and/or call you.

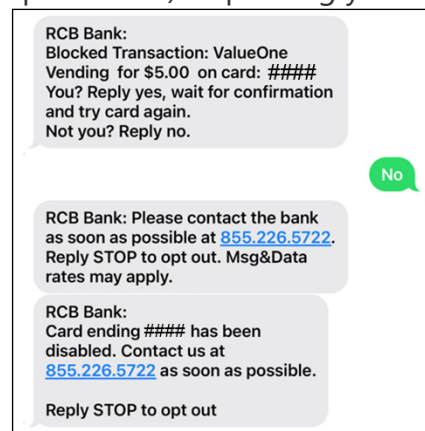
- Alerts may include:
  - Suspicious transaction
  - Insufficient funds for debit card transaction
  - Card transaction over debit card limit
  - Card alert (expiring card, temporarily deactivated card, compromised card, etc.)
- Text and email alert examples can be found online at: [RCBbank.bank/CardManagement](https://RCBbank.bank/CardManagement)

**2** Some transactions may **automatically decline** based on suspicious activity and may require your approval to process.

- You will receive a fraud alert like shown below (text or phone call) requesting your approval of the transaction.



- If the alert asks for your approval and **the transaction was you**, you must approve it to continue your purchase.
- Wait for confirmation, then re-run your transaction (swipe, tap to pay or click purchase online) if you approved it in step 2.
- For additional security, your card may be blocked from further use until we are able to confirm the transaction with you.



- If the alert asks for your approval and **the transaction was NOT you**, reply "No." Your debit card will then be disabled.
- Please call us at 855-226-5722.

**3** Some transactions may **automatically decline** based on suspicious activity and will not ask for your approval. Please contact RCB Bank at 855-226-5722 for additional assistance.

**Do not give out your information!** We will never contact you to ask for your Online Banking username and password, debit card number or your PIN.



Learn more about Fraud Alerts and Card Controls at [RCBbank.bank/CardManagement](https://RCBbank.bank/CardManagement)

You may opt out of text alerts at any time by replying STOP to any text alert. You may also contact us at 855-226-5722 to opt out.