## **Fraud Alerts**

How it Works & What You Need to Do

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

Alerts will be sent to you via text alerts, email alerts and/or call you. Alerts may include: Text and email alert examples can be Suspicious transaction found online at: Insufficient funds for debit card transaction RCBbank.bank/CardManagement Card transaction over debit card limit Card alert (expiring card, temporarily deactivated card, compromised card, etc.) Some transactions may automatically decline based on suspicious activity and may require 2 your approval to process. 1. You will receive a fraud alert like shown below (text or phone call) requesting your approval of the transaction. RCB Bank: Blocked Transaction: ValueOne Vending for \$5.00 on card: ##### You? Reply yes, wait for confirmation RCB Bank: and try card again. Not you? Reply no. Blocked Transaction: ValueOne Vending for \$5.00 on card: 0203 You? Reply yes; wait for confirmation and try card again. RCB Bank: Please contact the bank Not you? Reply no. as soon as possible at 855.226.5722 Reply STOP to opt out. Msg&Data rates may apply. RCB Bank: RCB Bank: You have confirmed this Card ending #### has been transaction, please try card again. disabled. Contact us at Reply STOP to opt out. Msg&Data 855.226.5722 as soon as possible. rates may apply. Reply STOP to opt out 2. If the alert asks for your approval and the 2. If the alert asks for your approval and the transaction was NOT you, transaction was you, you must approve it to reply "No." Your debit card will continue your purchase. then be disabled. 3. Wait for confirmation, then re-run your 3. Please call us at 855-226-5722. transaction (swipe, tap to pay or click purchase online) if you approved it in step 2. 4. For additional security, your card may be blocked from further use until we are able to confirm the transaction with you. 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** 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.

**RCB BANK** 

That's my bank!