

Verify Card Fraud Alerts

How it Works & What You Need to Do

RCB BANK

That's my bank!

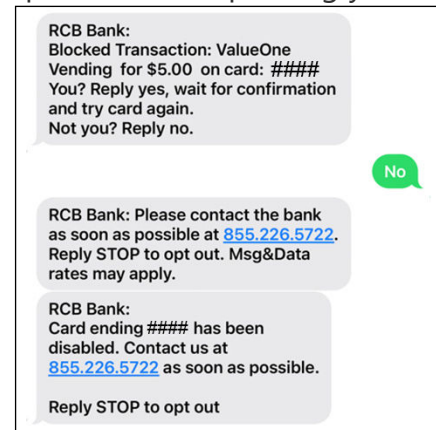
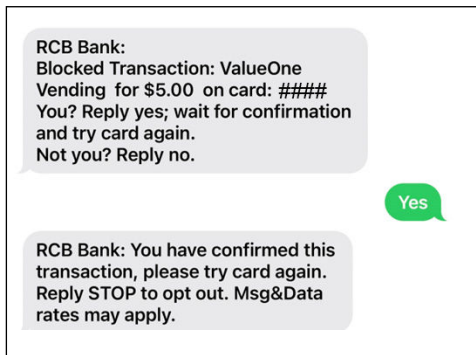
RCB Bank debit card holders will **automatically receive fraud alerts** concerning suspicious activity on their debit card.

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/Verify

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.
- If the alert asks for your approval and the transaction **was NOT you**, reply "No." Your debit card will then be disabled.
- Wait for confirmation, then re-run your transaction (swipe, tap to pay or click purchase online) if you approved it in step 2.
- Please call us at 855-226-5722.
- For additional security, your card may be blocked from further use until we are able to confirm the transaction with you.

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/Verify

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.