

## SAN ANGELO FEDERAL CREDIT UNION

235 W 1st Street  $\,$  \* San Angelo, TX 76903  $\,$  \* (325) 653-8320  $\,$  \* www.safcu.com

December, 2010

## With members first, SAFCU succeeds-not just survives.

## FRAUD ALERT Important Information About your Debit Card

Due to a recent surge of debit card fraud, San Angelo Federal Credit Union is taking immediate action to protect our members and our credit union. We have discovered several isolated events in which members have been affected by fraudulent transactions involving their debit cards. It appears that these transactions are occurring out of state and are signature based transactions. Effective immediately, we are requiring you to use your Personal Identification Number (PIN) for all out of state transactions in order to prevent future fraud from happening. What does this mean? When you are asked to choose between "Debit " or "Credit". Be sure to choose "Debit" and enter your PIN. Online purchases in Texas will not be affected at this time.

Please monitor your account through our online banking and Audio Response Teller (ART) and report any unusual activity as soon as possible. We will require you to sign a statement of fraud in order to file a dispute on these charges. Our procedure is to cancel the compromised card and order a new card at the member's request. If you would like to receive email notifications of all debit card transactions, please contact our member service representative (Edna Ramirez) at 325-653-8320 ext 203.

If fraudulent activity is suspected our debit card processor may try to contact you, and if so, it is okay to verify the information or charges in question. They will NOT request your account number, debit card number, or personal information. You should NEVER give your debit card number or PIN to another individual.

San Angelo Federal Credit Union values you as our member and we are working pro-actively to monitor the situation.

~ Kaye Edwards, President

Congratulations to Marlene Julien

Winner of the Turkey Drawing held on November 17th



WINTER SKIP-A-PAYMENT IS STILL AVAILABLE FOR A LIMITED TIME Go to <u>www.safcu.com</u> and download the form, or come by the Loan Department Office

REMEMBER

Credit Union Members Save 10% with Sprint Start saving today---call 877-SAVE-4CU



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