



**TEXT  
FRAUD ALERTS  
COMING SOON!**



Service • Solutions • Strength

Dear valued cardholder,

Keeping your account safe and secure is our highest priority. We're adding Text Fraud Alerts as part of our debit card protection program. The Program will roll out to customers starting September 19, 2018 and should be complete by October 3, 2018.

You'll soon begin receiving text alerts when suspicious activity is detected on your First Citizens Bank debit card. If you receive a "fraud alert," reply Yes or No to confirm or deny the activity. If you reply No (the activity is fraudulent), you'll quickly receive a follow up text to let you know that a SHAZAM fraud specialist will call you soon to help protect your account. We'll also automatically block your debit card to prevent any additional fraudulent activity.

If you reply Yes (the activity was legitimate), you can continue to use your debit card as normal. If you don't reply to the text, or your phone number is not a mobile number, we'll attempt to reach you via automated voice call.

**Text message alerts from: 72718**

**Automated phone calls from: 855-219-5399**

Make sure to save these numbers to your contacts so you don't miss any alerts. **If you previously had 866-508-2693 in your contacts as Debit Card Fraud, please update to the phone number above.** This added protection to your debit card is automatic and text message alerts are free.

If you have any questions, or ever see a suspicious transaction on your debit card, please call 334-335-4075

Thank you!

First Citizens Bank

*Important: We will never request card or account information via text, phone or email.  
SHAZAM is our debit card processor.*