

FIRST STATE BANK

RE: Fraud Prevention

Protecting our customers from unauthorized use of your debit card is one of our top priorities at First State Bank. To mitigate fraud, and be proactive in protecting our customers we have partnered with Shazam to implement a monitoring system, called SHAZAM R.A.D.A.R. If suspicious activity is detected on your debit card, you will be contacted by First State Bank, or a SHAZAM fraud specialist calling on our behalf, to verify the transactions in question. **Until such time as we are able to contact you your card will be disabled.** Once we have spoken with you; your card will either be reactivated or permanently deactivated if fraudulent activity is taking place.



To ensure that we can reach you promptly if fraudulent activity is suspected, **it is imperative that we have your current contact information on file, including primary phone number, secondary phone number, address, city, state, ZIP code.**

We encourage you to provide updated contact details such as your cell phone number to help us avoid any delays in response to fraud alerts. Information may be updated by calling 515.523.2721, visiting one of our locations, or completing the form below. It is very important to keep this information current. If your information changes in the future, please contact us immediately.

We will keep your contact information strictly confidential. Please remember that we will **NEVER** ask for your personal identification number (PIN) to verify your identity. Always use caution when providing your debit card information and contact us immediately if you suspect your debit card has been stolen or compromised.

If you have any questions about this letter, please feel free to contact the bank at the phone number listed below.

Sincerely,

First State Bank

Printed Name: _____ Primary phone #: _____

Secondary phone #: _____ Address: _____