

Protecting you from Credit Card Fraud

One way to deliver the **Service, Value and Experience You Can Trust** is by proactively combating unauthorized use of your US Federal Credit Union VISA credit card.

In the event of suspicious activity on your account, our automated Card Service Center may contact you to confirm a specific, extraordinary transaction.

To aid us in reaching you it is critical to have your current contact information in our files. If we are unable to reach you, your account may be blocked for future transactions until we can verify account activity. If you have recently changed home or work telephone numbers, please notify us immediately with correct information. Visit your nearest US Federal branch office, or contact us by phone to promptly update your records.

(952) 736-5000 | 1 800 345-2733 | www.usfed.org



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What is the automated alert system?

In the event a suspicious transaction appears on your US Federal VISA Credit Card account, an automated system will trigger a call to you verifying the transaction. Such calls will only be made between the hours of 7:00am and 9:00pm.

Our credit card provider, Fidelity Information Services will call to confirm your identity and will ask if you recognize the transaction on your account. If you are unable to receive the call, the following electronic message will be left on your answering machine/voicemail system:

Hello, this message is for [cardholder name]. This is the service center for US Federal Credit Union's VISA credit card department. We are calling to verify recent activity that has appeared on your account. Please give us a call at 1-800-437-9392. We are available 24 hours a day, seven days a week. Thank you.

Please note the system will request only **your name** and **last four digits of your social security number** to verify your identity. Under no circumstances should you ever reveal complete personal information to an unknown entity over the phone.

To learn more about our automated alert system, please contact our Credit Card Department direct: **(952) 736-5053** during regular business hours (8:30am-5:00pm CST).