



Compromised Debit Cards and Credit Cards

Receiving a phone call or letter notifying you that your debit card or credit card has been compromised can be very unsettling. A compromised card is a card that is at risk of being used fraudulently, meaning that information such as a card number, a name, or an expiration date may have been obtained by an unauthorized source at a merchant, through a merchant's processor, or through a phishing attempt.

Unfortunately, this type of fraud is on the rise. Periodically, we are notified that a compromise has occurred. Be assured that our computer systems are not part of any card compromise. In most cases, the compromise occurs through phishing, or at a business that accepts or processes debit or credit card transactions, such as department or grocery stores, gas stations, and other merchant terminals or transactions processors. When a compromise affecting your debit card or credit card occurs, we receive information from our Fraud Service Center. Due to the sensitivity of the information, details specific to the compromise are not always disclosed to us. Therefore, we are not able to provide complete information like who, where, or how the compromise occurred.

What should I expect if my card is compromised? If we receive a report that your debit card or credit card information has been compromised, we will take every step to ensure the security of your card and your accounts at Emerald Credit Union. We may reissue your plastic with a different card number, and we may call you directly or send a letter informing you about the compromise. Depending upon the nature and severity of the compromise, we may cancel your compromised card before you receive a replacement.

Does this mean fraud has occurred on my account? A compromised card notification does not necessarily mean any fraudulent activity has occurred on your account. A compromised card means that information, such as a card number, name, or expiration date has been obtained by an unauthorized source, and could be utilized to create a fraudulent card. By notifying you, we are taking every precaution to ensure your card information and accounts at the credit union are handled with the highest level of safety and security.

How long will it take to receive my replacement card? Most cards are received within 10-14 business days from the date of order. And under these circumstances, we will not charge the card replacement fee.

Can the information obtained be used to steal my identity? The information encoded on the compromised card pertains strictly to that specific card, potentially including the name, card number, and expiration date. Confidential information such as your Social Security number, address, and date of birth are not stored on these cards.

What if I have preauthorized debits made to my compromised card number? If you have services automatically billed to your debit card or credit card, please remember to provide those merchants with your new card number, and three-digit security code (when applicable).

Again, a compromised card phone call or letter does not always mean fraudulent activity has occurred on your account. By notifying you, we are taking every precaution to ensure that your sensitive account data is handled with the highest level of safety and security. As a reminder, if your debit card or credit card has been lost or stolen, please contact the appropriate provider immediately:

- Mastercard Debit Card (SHAZAM) Lost/Stolen: 800-383-8000
- Platinum Visa Credit Card Lost/Stolen: 800-543-5073

As a best practice, you should regularly monitor your account activity via Online Banking, our Mobile App, or Call 24 Audio Teller, and review your monthly/quarterly account statements.