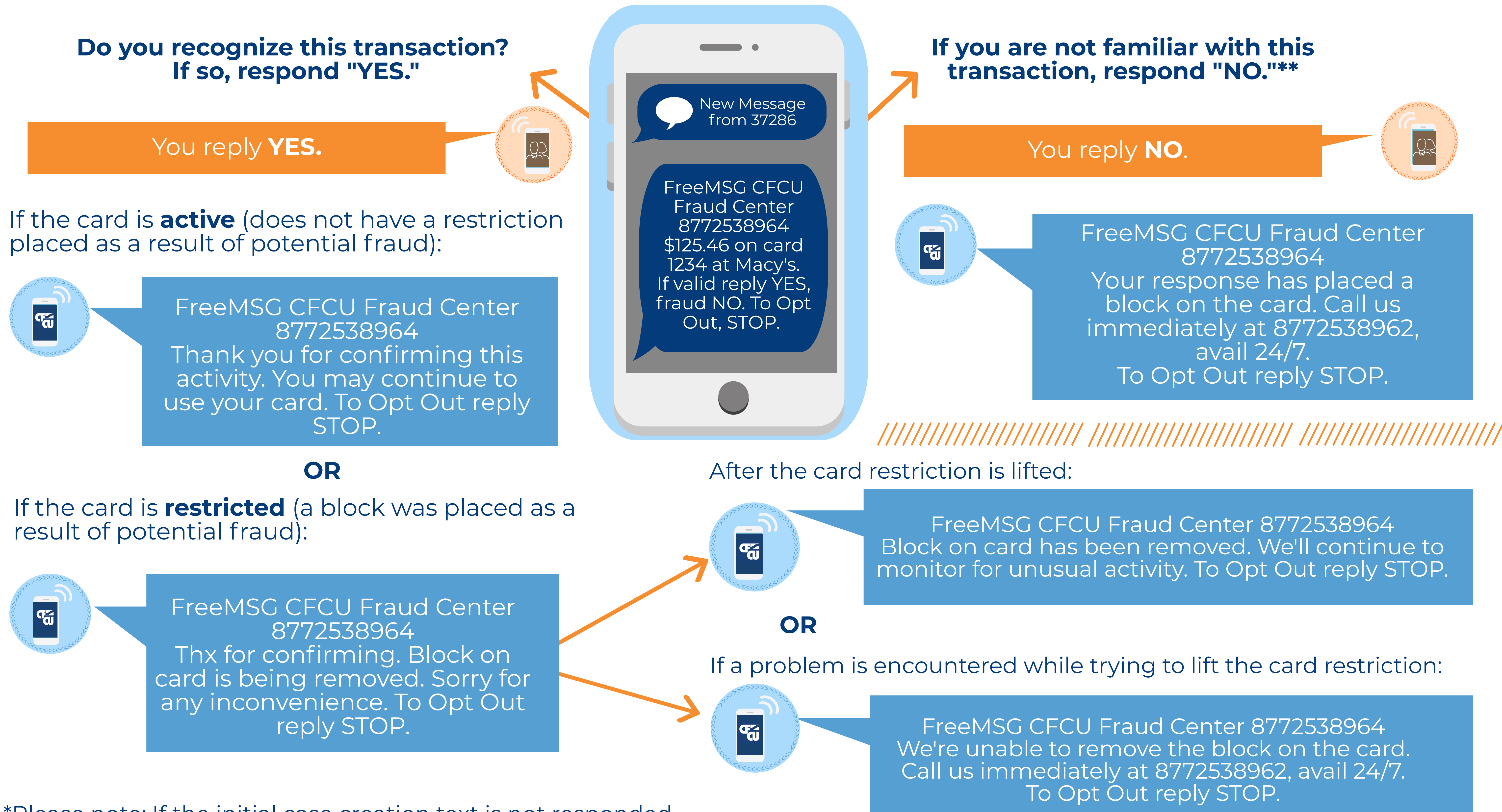


# TEXT FRAUD ALERTS

When suspected fraudulent activity occurs on your card, you will receive a two-way text message\* from the phone number 37286. Your reply lets us know if the charge is valid or unauthorized. Based on your reply\*\*, we can take appropriate steps to ensure your financial security.

**\*\*If fraudulent activity is detected, please contact CFCU at 800-428-8340 or 607-257-8500 to order a new card; and if necessary, file a fraud claim.**



\*Please note: If the initial case creation text is not responded to, the notification process will continue via phone call.

# Additional Text Commands

## Have a question or need assistance?



Text **Help**

If sent within 72 hours of receiving the initial fraud alert text:

FreeMSG CFCU Fraud Center 8772538964  
Call 1-844-544-3265 for help, reply STOP to  
cancel Fraud Alert Text Msgs.



**OR**

If sent after 72 hours of receiving the initial fraud alert text:

FreeMSG: Your fraud alert has expired from the  
automated system. Please call 1-844-544-3265 for  
further assistance. Reply STOP to cancel texting.



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## Want to opt out of fraud text alerts?



Text **Stop**

FreeMSG CFCU Fraud Center 8772538964 Per your  
request you will no longer receive Fraud Text Alerts.  
To reactivate Fraud Text Alerts, reply UNDO.



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## Want to reactivate fraud text alerts?



Text **Undo**

FreeMSG CFCU Fraud Center 8772538964  
Thank you. You will continue to receive Fraud  
Text Alerts. To Opt Out reply STOP.



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## Did you text something other than one of the keywords?



Order Pizza

FreeMSG Sorry but your reply was not  
understood. Please try again or reply HELP if  
you need further help.

