

mymobilemoney

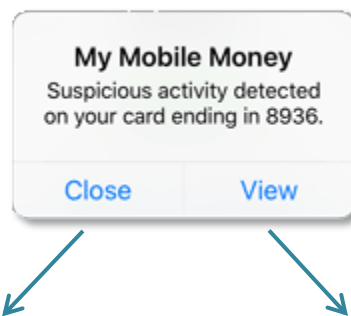
Fraud Alerting

Quick Reference Guide



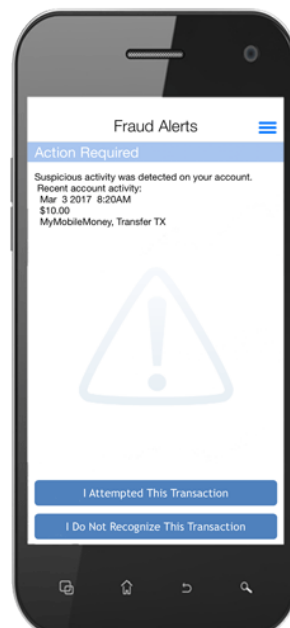
Fraud alerting allows you to respond quickly to potential fraud on your card. Using My Mobile Money Access to respond to these alerts can prevent additional fraud or the inconvenience of having your card turned off unnecessarily.

If the fraud monitoring service suspects that a transaction might be fraud, you will receive an alert on your phone. That alert gives you two options:



Close – If you close the alert box, you can still log into the My Mobile Money Access app and review your Messages for a limited time, not to exceed 24 hours. If you see suspicious transactions, you should contact your financial institution right away.

View – Immediately view the suspicious transaction alert in the My Mobile Money Access app and indicate if you conducted the transaction or not.

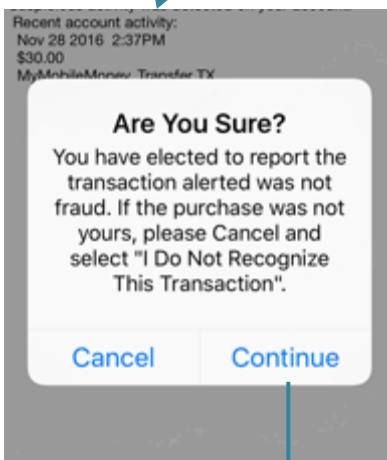
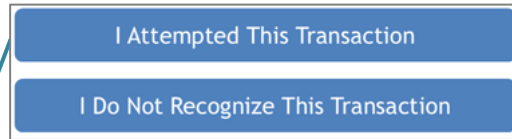


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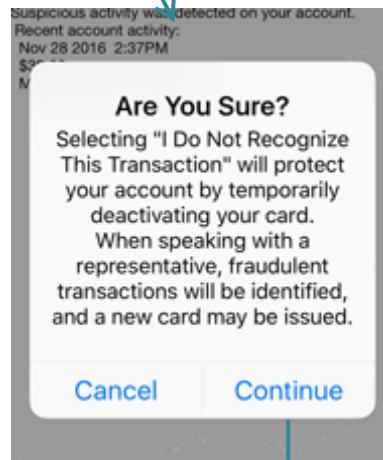
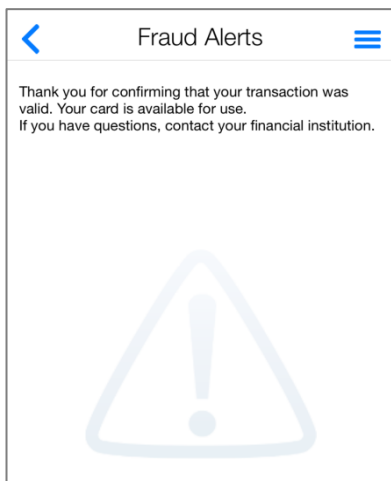
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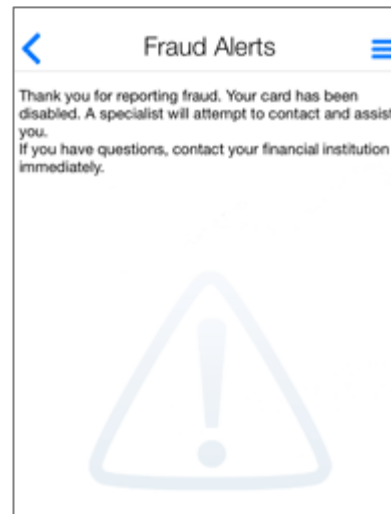
When viewing the suspicious transaction details, you will have two choices:



Click Continue and no further action is required.



Click Continue and your card will be temporarily deactivated and a specialist will attempt to contact you to review the transaction.



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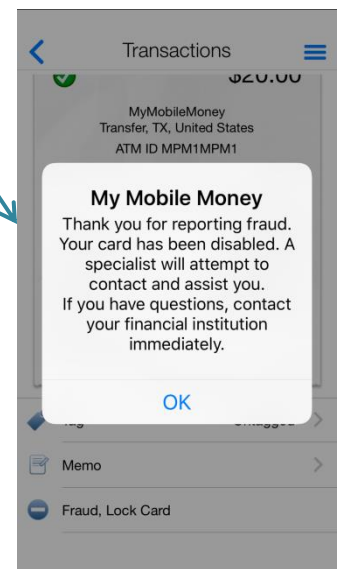
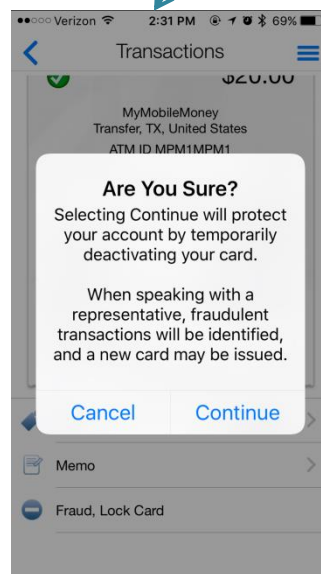
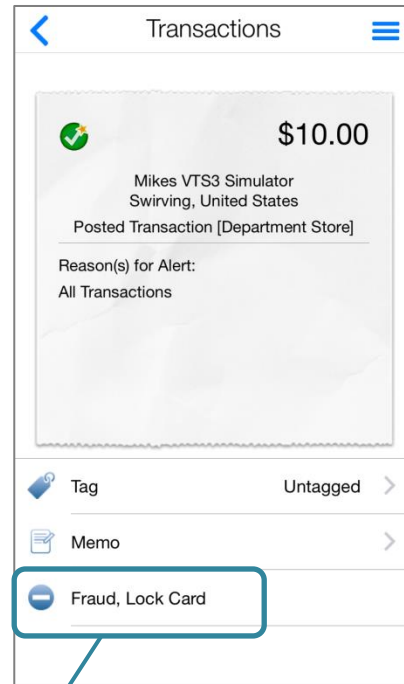
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In addition to being notified of potential fraud through the My Mobile Money Access app, you can also indicate transactions that you did not make.

On the Transactions screen, simply tap the option that says Fraud, Lock Card.

This notifies our fraud specialists that this transaction needs to be investigated and your card is automatically locked. If you select Fraud, Lock Card, your card will be turned off temporarily and future transactions may be denied. Notify your financial institution immediately with questions and concerns.



Note:

You will receive an alert from the My Mobile Money Access app any time a transaction is declined for ANY reason. Denied transaction alerts are informational only and do not allow a response like the suspicious fraud alerts.