

VISA® CHECK CARD ALERT

Your VISA® Check Card may have been part of a recent compromise. If your card was affected, we will mail you a new card within 7-10 days. You may continue to use your existing card until your new card arrives. You will also receive a new Personal Identification Number (PIN) in a separate envelope. Your PIN number should arrive a day or two after you receive your new card. Please destroy your old card once you have received your new PIN and the new card is activated.

Rest assured that Freedom Bank's systems have not been compromised. In most cases, the breach occurs at a location that accepts or processes card transactions (i.e. retail merchant terminal, transaction processing, phishing, etc.)

Compromised card events are serious. Fraudulent activity may occur if the card is not blocked, and it could occur days, weeks, months, or even years from now. While most customers do not experience fraud, when a compromise is reported, the risk of exposure still exists if the cards are not blocked and replaced. To protect our customers and to minimize inconvenience and loss, Freedom Bank takes a proactive approach and requires compromised cards to be replaced.

Freedom Bank has processes in place to monitor potentially suspicious card activity. You may protect yourself further by reviewing your monthly statements, in a timely manner. In addition, you may utilize Freedom Bank's internet banking, mobile banking, or CenterVoice telephone banking to review your account activity as often as you prefer. If you discover that you have fraudulent activity on your account, please contact us immediately at 877-381-8275.

If you use your current card as a method of payment for recurring debits, you should contact the merchant(s) and provide them with a new card number and expiration date as soon as possible. This process may be as simple as logging into the corresponding merchant's site and updating the information yourself. We encourage you to have more than one payment method available in order to avoid further inconveniences should your card(s) be involved in any future compromised events.

We apologize for any inconvenience this may cause you. Freedom Bank values you as a customer and will make every effort to protect you and your interests.