



New Card Fraud Prevention Service

In our continuing efforts to keep your accounts secure, we've improved our alert system for potential card fraud.

Beginning June 8, 2016, the new alert system will work as follows:

1. When potential card fraud is detected, you will receive an automatic email notification from Members Choice FCU with the option to reply with "fraud" or "no fraud."
2. Between the hours of 7 am and 9 pm, you will also receive a text alert from 32874 one minute after the email is sent. The text will also have the "fraud" or "no fraud" option. (*SEE BELOW)
3. If there is no response received from you, five minutes after the text alert, you will receive automatic phone calls to confirm or deny fraud.

If you cannot be contacted or no response is received from you, you may not be able to use your card. Therefore, it is critical that you keep your contact information with us current at all times.

Remember – our messages will never ask for your PIN or account number.

If you have any questions concerning this matter, please feel free to contact us at 254-776-7070 or 800-283-5343.

*The phone number for our Fraud Center has changed to 1-800-417-4592. If you add this number to your phone contacts and label it "MCFCU Fraud Center," it will display whenever you get a call from this number.