

DEBIT CARD FRAUD? NO WAY!

Oxford Bank debit card holders now receive enhanced fraud security through our new fraud software program!

HOW DOES IT WORK?

Effective June 8, 2016, all current and future Oxford Bank cardholders will automatically receive enhanced communications when suspicious activity is detected on their card. The communications are released in a three-step process:

1 When potential fraud is detected, you will receive an automatic email notification from Oxford Bank, with the option to reply with “fraud” or “no fraud.”

One minute after the email, you will receive a text alert from 32874 between 7am and 9pm EST, which also has the “fraud” or “no fraud” option.
(*SEE BELOW)

2

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.

REMEMBER: OUR MESSAGES WILL NEVER ASK YOU FOR YOUR PIN OR ACCOUNT NUMBER!

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



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