



Fraud Detection System Upgrades!

At Riverset Credit Union, our mission is to minimize any risk of fraudulent activity on your card accounts. We take this task very seriously.

For your protection, we closely monitor all card based transactions with our Fraud Detection Systems. Starting on November 1, 2018, if our Fraud Detection Systems detect transactions out of your normal patterns, you will receive a text or a call to validate that you are indeed making the transaction

When we text you...

If we have your cell phone number on file and our system detects an out of pattern transaction on your card, you'll receive a text message with details about the transaction. All you have to do is respond to the text to confirm the transaction. If you indicate the transaction is fraud, you'll receive another message with a number to call for follow-up. If not, the system will mark the transaction as legitimate and you're all set - simple as that.

We may be calling you...

If an out of pattern transaction is detected on your account and we can't reach you by text message, you will be called to validate the legitimacy of your transactions. Your participation in responding to our call is critical to prevent potential risk and avoid restrictions we may place on the use of your card, in an effort to protect you and your accounts.

- Our automated call center will ask you to verify recent transaction activity on your card.
- You'll also be provided a toll-free number to call should you have additional questions.

To ensure we can continue to reach you whenever potential fraud is detected, please keep us informed of your correct cell and home phone numbers - as well as home and email addresses.