



Did you know your
debit card comes with
a watch dog?

FraudWatch[®] PLUS

**Because debit card fraud is serious business,
we're watching out for you.**

Through an important partner, we provide industry leading technology, tools and the expertise to manage fraud. Experienced fraud analysts work around the clock, watching for any suspicious card activity and will contact you immediately if they detect potential fraud on your card, providing protection against the increasingly savvy perpetrators of debit card fraud.

So if you receive a call from “**Fraud Prevention Services**” know that our watchdogs are doing their job and preventing potential fraudulent use of your card. Calls are placed by an experienced fraud analyst. For a high-risk transaction, your response may be required prior to approval of the transaction.

To assist in this effort and ensure that transactions you authorize are approved:

- **Please review your contact information with the bank and provide your mobile phone number.**
Stop by or call your local branch or contact us at 617-471-0750. A form is available for you to complete, if your number needs updating.
- **Let us know when and where you will be traveling internationally.**
If “Fraud Prevention Services” is unable to contact you, and we are unaware of your travel plans, a temporary block may be placed on your card to protect your account.

“**Fraud Prevention Services**” places calls between 8am & 9pm. A voicemail may be left asking you to call back; they are open 24x7 for your return calls, and will only ask enough information to verify your identity, i.e. the last 4 digits of your social security number.

Fraud is serious business, and can happen anytime. With your partnership, we are on guard to detect and prevent fraud from happening to you.



**COLONIAL FEDERAL
SAVINGS BANK**

"Your neighborhood bank!"