



New Fraud Prevention Service

IMPROVED ALERT SYSTEM FOR POTENTIAL FRAUD

First National Bank is committed to protecting your accounts from fraud. Toward that end, we have improved our alert system for potential fraud.

Here's how it works:

- 1.) *When potential fraud is detected, you will receive an e-mail from info@fnbh.com and the Jack Henry Card Processing Fraud Solutions Center, with the option to confirm if the transaction(s) in question is authorized or not;*
- 2.) *A minute after the email, a text alert from 32874 is sent to your mobile phone on record, with the option to reply with 'fraud' or 'no fraud'. ***SEE IMPORTANT NOTE 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. Calls will continue until a response is received or your card is blocked.*

****Important Note – 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 'Fraud Center', it will display whenever you get a call or message from this number. Note that texts will only be sent between 7 AM and 9 PM EST.***

Remember - our messages will **NEVER** ask for your PIN or account number.

KEEP FIRST NATIONAL AWARE OF CURRENT CONTACT INFORMATION

Making certain that First National has your current contact information is important. You can rest assured that we can reach you promptly when we have your current address, phone number(s) and e-mail address. This is especially important to notify you of potential fraud or irregularities within your account using the new and improved 'alert' service.

Thanks for helping us help you by making certain First National has your up-to-date phone(s), e-mail address and physical address.

We are here to help. If you have any questions regarding your account, an alert you receive or any other matter, one of our friendly knowledgeable bankers would be pleased to assist you. Call us at 517.546.3150 or email Info@fnbh.com.

