

## Basic Call

This is the fraud detection center calling to verify recent activity on your ATM debit card account. If this is \_\_\_\_\_ and you have an account with Trademark FCU, press 1, if not press 2.

Your financial institution cares about your privacy. Before we review confidential information we need to verify your identity. Please enter your 5 digit mailing zip code now. Thank you. Your financial institution has detected unusual activity off of your ATM debit card ending in XXXX. Please verify the following transaction-

Did you or another authorized cardholder approve a charge on (transaction information).

If this is an authorized charge, press 1, if not dial 2.

Thank you for taking the time to verify this transaction. There is no further action required. Your financial institution will continue to monitor your debit card account for any unusual activity.

## Answering Machine Message

This is the fraud detection center calling to verify recent transactions on your Trademark ATM debit card account. Due to unusual activity a temporary hold may have been placed on your account. Please have \_\_\_\_\_ call us as soon as possible at \_\_\_\_\_. They will be prompted to give out personal message code # \_\_\_\_\_. We're available 24 hours a day. Thank you.