



Debit Card Safety!

Important Information to Know ...

Your safety and the confidentiality of your financial information is of the utmost importance to us here at Progressive Bank. In the wake of the most recent card data breach, we feel it is important to share these tips with you to keep your information safe — even when dealing with us or someone you know.

- A text alert from us warning of suspicious activity on your card will **NEVER** include a link to be clicked. Never click on a link in a text message that is supposedly from us. A valid notification will provide information about the suspect transaction and ask you to reply to the text message with answers such as 'yes', 'no', 'help', or 'stop'. It will never include a link.
- A text alert from us will always be from a **5-digit number** and NOT a 10-digit number resembling a phone number. Text caller ID will be **37268**.
- A phone call from our automated dialer will only include a request for your zip code, and no other personal information, unless you confirm that a transaction is fraudulent. Only then will you be transferred to an agent who will ask questions to confirm that you are the actual cardholder before going through your transactions with you. If at any point you are uncertain about questions being asked or the call itself, hang up and call us directly at **318.651.5100**. If you receive a call from someone claiming to be our call center and asking to verify transactions, you should **ONLY** provide your zip code and a 'yes' or 'no' to the transaction information provided.
- We will **NEVER** ask you for your PIN or the 3-digit security code on the back of your card. Don't give them out to anyone who calls you, no matter what they say. Hang up and call us directly. Fraudsters will often ask cardholders to verify fake transactions. When the cardholder says no, they did not perform those transactions, the fraudster then says that their card will be locked, a new card will be issued, and that they need the card's PIN to put it on the new card. Many people believe this and provide their PIN. The 3-digit CV2 code on the back of the card will allow a fraudster to conduct card-not-present transactions.
- Regularly check your account online to see if there are any suspicious transactions that have occurred, especially if you are unsure about a call or text message you've received. If anything looks amiss, call us directly for assistance.
- If you have receive a voice- or a text-message from us and are unsure about responding to it, call us directly for assistance.

Of course, if you ever have any questions about your debit card or about a particular transaction or alert, you can contact us 24-hours a day at **318.651.5100**.

Thank you for choosing Progressive Bank. We appreciate your business.

