



DIVISIONS OF GRANDPOINT BANK

New Text Fraud Alerts for ATM/Debit Cards

Effective June 8, we will begin using an enhanced fraud monitoring system for ATM/debit card transactions. The system analyzes spending patterns and evaluates risk factors as transactions are made using your card. If potential fraud is suspected, **you will now receive a text alert** to confirm your transaction as legitimate or fraudulent, followed by a phone call, if no immediate text response is received. Text messages will be sent from “32847” between 7:00 a.m. and 9:00 p.m. Pacific, and all contacts from the Fraud Center will be identified as coming from Grandpoint Bank.

In order for you to fully benefit from this new fraud alert system, please make sure that your banking office has your current cell phone number. If you do not have a cell phone that supports text messaging, you will continue to receive alerts via telephone if potential ATM/debit card fraud is suspected.

As part of the upgraded service, **the phone number for the Fraud Center has changed to 800.417.4592.** Please be sure to update this phone number on your contact lists.

Please remember, Grandpoint, and its divisions, will never ask you for your PIN or account number.

If you have any questions regarding this change, please contact your banking office.