



ADDITIONAL ACCOUNT INFORMATION

VISA Debit Card

Absolutely Exceptional Experiences

(844)-533-9211

www.MVBbank.com

Fraud Monitoring:

Middletown Valley Bank provides 24/7 fraud monitoring protection and will try to notify you when a suspicious transaction is detected. You will need to confirm or deny the transaction is fraudulent. Based on the phone numbers you currently have on file with us, the fraud alert could come to you in the form of a text message. In the event a transaction is fraudulent, you simply need to respond to the Fraud Center alert message and then call the Bank as soon as possible to begin the process of dispute. You will never be asked to provide your PIN (Personal Identification Number) over the phone by the Fraud Center or by Middletown Valley Bank.

To ensure we can reach you whenever potential fraud is detected, please be sure to keep updated contact information on file with us at all times.

Travel Messages:

Are you traveling? Local or International – please be sure to notify us so that we can put a travel message on your card and account to prevent interruption of your debit card.

Protect Yourself:

Be diligent in monitoring transactions activity on your account.

Use caution when supplying your card number for online purchases, over the phone transactions and never give out your PIN number.

Always check for card skimming devices prior to inserting or swiping cards at ATM, gas pumps, stores or other card capturing opportunities.

Keep your card in a secure location, protected from card number acquiring devices. In addition, do not write your PIN number on your card or in a wallet/purse where it can be found.

Fraud Reporting Information:

Immediately report any fraudulent card activity by stopping into one of our convenient branch locations and completing required paperwork. You may also call our Customer Care Team to have your card blocked at (844)-533-9211.

Lost or Stolen Visa Debit Card reporting may be done by calling (888)-297-3416 and is available 24 hours a day, 7 days a week.