



Important Information about Fraud Prevention Service

State Bank Northwest understands that your safety is extremely important. That is why our Debit Card Fraud Prevention Service is on the job 24/7. While you're traveling, certain transactions may be flagged as suspicious, causing State Bank Northwest's Fraud Prevention Service to reach out to you and verify recent activity, giving you that peace of mind.

Please note that even though you may have provided State Bank Northwest with a travel notification, your card may still be flagged for suspicious activity.

State Bank Northwest Fraud Prevention Service

Here's how it works:

- When potential fraud is detected, you will receive a text alert from [96923](tel:96923), with the option to reply with "fraud" or "no fraud". It will wait 5 minutes for a response.
- If there is no response to the text alert within that time frame, it sends an automatic email notification and wait an additional 5 minutes before trying to contact you by voice call.
- If there is no response received from you, five minutes after the email alert, you will receive automatic phone calls to confirm or deny fraud. A voicemail will be left on cell and home phones.
 - * Please note: You should only use the auto-dialer number that is provided to you in the text, email, or voice call you receive from the Fraud Center.

Remember – our messages will *never* ask for your PIN or Account Number.

*The Fraud Center phone number is 800-237-8990, please add this number to your phone contacts and label it "SBNW Fraud Center", it will display whenever you get a call from this number.

** The phone number for our Debit Card Fraud Center is [855-293-2456](tel:855-293-2456).

Additional Phone Numbers:

- Lost or Stolen Number: [888-297-3416](tel:888-297-3416)
- International Fraud Number: [206-389-5201](tel:206-389-5201)

Enjoy peace of mind knowing State Bank Northwest has you covered.

If you encounter any issues with your card or have any questions, please contact us at [800-789-4335](tel:800-789-4335).