



Important Information about Fraud Prevention Service

State Bank Northwest understands that your safety is extremely important. That's 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 still may be flagged for suspicious activity.

State Bank Northwest Fraud Prevention Service

Here's how it works:

- When potential fraud is detected, you will receive an automatic email notification from State Bank Northwest with the option to reply with "fraud" or "no fraud."
- One Minute after the email, you will receive a text alert from 32874 (between 7AM and 9PM EST), which also has the "fraud" or "no fraud" option. (*SEE BELOW)
- If there is no response received from you, five minutes after the text alert, you will receive automatic phone calls to confirm or deny fraud.

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

*The phone number for our Debit Card Fraud Center is 1-800-417-4592. If you add this number to your phone contacts and label it "SBNW Fraud Center," it will display whenever you get a call from this number.

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

If you encounter any issues with your card or have any questions, please reach us at 800.789.4335.