

Sample Communicate Text and Email Alerts

Below are samples of the verbiage you and your clients can expect to receive via SMS text and email. Both texts and email alerts will display your institution's name as the sender.

Text messages will display a sender number of **328-74**. It will accept some variations of response, but if for some reason your client replies with a response that is not acknowledged, then they will receive the HELP response.

SecurLOCK Communicate Text Alerts

SecurLOCK Communicate SMS Alert

FreeMsg: (Financial Institution Name) Fraud Dept: Suspicious txn on acct 1111: \$201.99 WALMART. If authorized reply YES, otherwise reply NO. To Opt Out reply STOP.

SMS Response to "YES"

FreeMsg: (Financial Institution Name) Fraud Dept: Thank you for confirming this activity. Your account is safe for continued use. To Opt Out reply STOP.

SMS Response to "NO"

FreeMsg: (Financial Institution Name) Fraud Dept: Thank you. We will call you or you can call us anytime at 800-369- 4887. To Opt Out reply STOP.

SMS Response to "HELP"

FreeMsg: (Financial Institution Name) Fraud Dept: received your msg. It is important we talk to you. Please call 800-369-4887 ASAP. To Opt Out reply STOP.

SecurLOCK Communicate Email Alert

From: FraudServiceCenter@FinancialInstitutionName.com

Subject: URGENT: Your Card Has Been Suspended Due To Recent Account Activity Your Credit Card Ending in 0000

Dear (Cardholder's Name):

As part of our commitment to protecting the security of your account, we continuously monitor for possible fraudulent activity. We need to verify that you, or someone authorized to use your account, attempted the following transaction(s) on your account ending in 0000:

Merchant Amount Date Time Location

TRIGGER \$440.01 04/01/2016 08:01 AM MILWAUKEE, WI
WALMART \$504.95 04/01/2016 10:02 AM MILWAUKEE, WI

If the dollar amount is not identical to what is shown on a transaction receipt, this may be due to a preauthorization which has not yet posted to your account. The merchant location for internet transactions may be different than you expect as they are often cleared through a centralized billing location. If you have already spoken with us about these transactions, then no further action is required.

Please click on one of the two statements below that best represents the transactions above:

[All Transaction\(s\) Authorized](#)

[One or More Transaction\(s\) NOT Authorized](#)

NOTE:

Your satisfaction is very important to us and we appreciate your prompt attention to this matter. If you have any questions about the content of this email, please don't hesitate to contact us at 800-369-4887 from the U.S. and Canada. If you prefer, use the phone number on the back of your card. Internationally, you can reach us collect at 727-227-2447 and we will accept the international collect call charges. For your convenience, we are available to take your call 24 hours a day, 7 days a week.

Thank you for being a valued customer.

Sincerely,
(Financial Institution Name) Fraud Service Center

Please do not respond to this email, this mailbox is not monitored. It is only used for sending Fraud Alert Email notifications.