

New Fraud Prevention Service

In our continuing efforts to keep your accounts secure, we've improved our alert system for potential fraud.

Here's how it works:

1. When potential fraud is detected, you will receive an automatic email notification from **Acadian Federal Credit Union**, with the option to reply with "fraud" or "no fraud."
2. 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)
3. 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 Fraud Center has changed to **1-800-417-4592**. If you add this number to your phone contacts and label it "Fraud Center," it will display whenever you get a call from this number.