



As part of our continuing effort to bring the best technology and service to our members, Wauna Credit Union is upgrading our VISA Debit Card Fraud Detection and Notification System. The new automated system will notify our members faster when fraud is suspected.

The Notification System will help our members immediately review transactions and confirm their spending activity on their Wauna Credit Union Debit Card(s).

If you receive a notification call from our automated assistant (nick-named "Jill"), please answer questions regarding recent Debit Card activity. Please also be aware that our Card Member Security team that provides fraud alert management is available 24/7 should you need assistance from a live agent.

If suspicious transactions are identified as fraudulent, "Jill" will transfer calls to our Card Member Security team to help you take the necessary precautions to protect your Debit Card(s) and related accounts. If the recent activity is legitimate, members will be able to close the case with the phone attendant using their touch-tone phone.

Wauna Credit Union is pleased to provide this powerful fraud protection service to its members. We thank our members for their support, and we remind members the most effective Debit and Credit Card protection against fraud begins with their vigilance.

Thank you.

Wauna Credit Union