

May 13, 2016

## New Fraud Prevention Service

Dear valued customer,

In our continuing efforts to keep your accounts secure, we've improved our alert system for potential debit card fraud. Here's how it works:

1. When potential fraud is detected, you will receive an automatic email notification, with the option to reply with "fraud" or "no fraud."
2. One minute after the email, you will receive a text alert, which also has the "fraud" or "no fraud" option.
3. If there is no response received, you will then receive automatic phone calls to confirm or deny fraud. The call will also give the option of speaking to a fraud analyst.

***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 on your phone whenever you get a call from this number.

If you have any questions regarding this letter please feel free to call Blissfield State Bank at 517-486-2151 or toll free 1-800-649-1767 and ask for the Accounting Department.

Sincerely,

Accounting Department  
Blissfield State Bank

