

# Fraud Alerts – Registration via eCS

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## Description:

Cardholders will get alerted real time if the System suspects a fraudulent transaction. They will be able to text back as to whether the transaction is fraudulent or legitimate. **Now** cardholders can sign up for our new enhanced ConnectUP Alert service. In addition to managing various purchase type alerts, enrollees can be notified if we detect any suspicious transactions on their account. Once registered, we can quickly send you an email or a text message to their mobile phone.

For cardholders currently enrolled in Consumer Preference Alerts no action is required. The cardholders will be automatically enrolled in Fraud Alerts. If a cardholder is not already enrolled in Consumer Preference Alerts, they will need to enroll through the Alerts and Controls feature within eCS and can sign up for Fraud Alerts only.

These Fraud Alerts will be sent using the Primax Short Code with the following information, and cannot be modified in any form:

- Text alerts will come from “23201”
- Contact phone number will be the Primax Customer Service Phone#
  - 855-794-2609
- Email alerts will come from [connectupalerts@alerts.smsservicesnow.com](mailto:connectupalerts@alerts.smsservicesnow.com)
- Notifications will come from “ConnectUP Alerts”
- Standard Fraud message and responses (outlined below in “User Experience”)
- Follows the current Fraud settings/thresholds you and your cardholders use today

## Fraud Alerts User Experience

### There are two means of receiving notifications for Alerts & Controls:

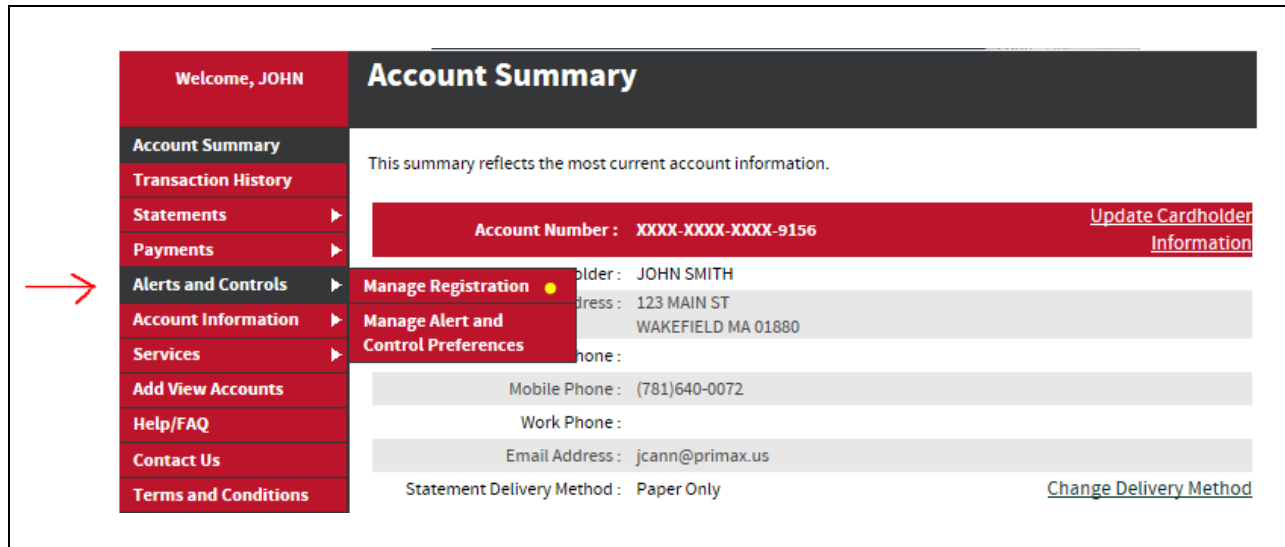
- SMS Text – cardholder will receive notifications via text message
- Email – cardholder will receive notifications via an email message

## ONE TIME REGISTRATION FOR FRAUD ALERTS

Alerts and Controls Management Tab to manage registration – If a cardholder wants to enroll in Fraud Alerts, they simply need to click on “Manage Registration” on the Alerts and Controls tab. This is where they will enter in an email and/or phone number they want to register to

receive the Fraud Alerts. *Note: If they choose Cell Phone they will receive a text and will need to reply "Yes" in order to complete the registration.*

**Manage Registration** – this is where the cardholder will setup email and text information. If a Cardholder would like to setup additional Alerts and Controls they may do so via the “Manage Alert and Control Preferences” button (after they complete their “Manage Registration”).



Welcome, JOHN		Account Summary	
<b>Account Summary</b>	This summary reflects the most current account information.		
Transaction History			
Statements			
Payments			
<b>Alerts and Controls</b>	<div> <div>Account Number : XXXX-XXXX-XXXX-9156</div> <div> <div>Update Cardholder Information</div> </div> </div>		
Account Information	<div> <div>Cardholder : JOHN SMITH</div> <div>Address : 123 MAIN ST</div> <div>WAKEFIELD MA 01880</div> <div>Phone :</div> <div>Mobile Phone : (781)640-0072</div> <div>Work Phone :</div> <div>Email Address : jcann@primax.us</div> <div>Statement Delivery Method : Paper Only</div> <div>Change Delivery Method</div> </div>		
Services			
Add View Accounts			
Help/FAQ			
Contact Us			
Terms and Conditions			

**Manage Registration Page** – fill in Registration Name, Destination 1, Destination 2, if applicable, and press the Submit button. *Note: Registration Name is cardholder defined but not optional.*

The cardholder can setup more than one registration, if they would like the alerts to go to more than one email or mobile phone number.

Account Summary

Transaction History

Statements

Payments

Alerts and Controls

Account Information

Services

Add View Accounts

Help/FAQ

Contact Us

Terms and Conditions

Sign Out

## Manage Registration

List of Registrations Select a Registration

Account XXXX-XXXX-XXXX-9156

Enter or edit the following details for Registration.

\*Required field

\*Registration Name

Cardholder Choice

Enter Email

Confirm Email

\*Destination 1

Email

user@email.com

user@email.com

Enter Cell Phone

Confirm Cell Phone

Destination 2

Cell Phone

123456789

123456789

XXXXXXXXXX

Please read through the terms before clicking on the "Submit" button.

or the Service, it will provide you with reasonable prior notice. **However, your wireless carrier may charge you for messages you receive as a result of using the Service.** You should contact your carrier for complete pricing details. Message and data rates may apply.

Alerts


If you registered to receive alerts to your mobile telephone number(s), actual time between a transaction made with your Card that triggers an Alert and the time the Alert is sent to your

Submit

Reset

Cancel

Earn points with every purchase.

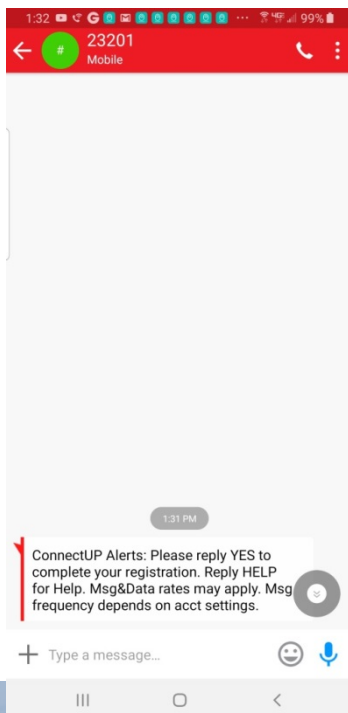


**Notification for Alert Registration** – press the Continue button. If the cardholder enrolls with a mobile phone number they will receive an SMS text message and must reply with “Yes” to complete the registration. **NO CONFIRMATION NEEDED IF BY EMAIL?**

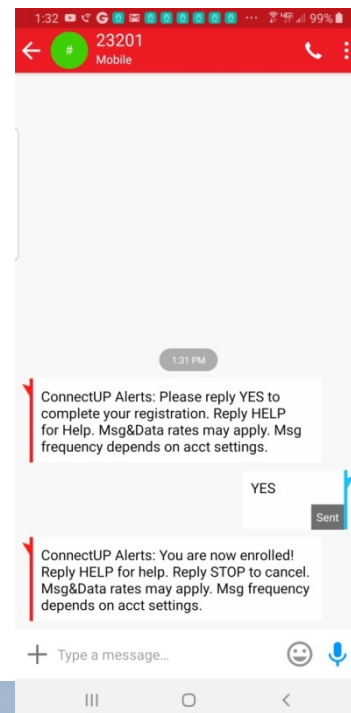
Welcome, JOHN	<h2 style="margin: 0;">Alerts and Controls</h2> <p style="margin: 0;">Manage Registration   Manage Alert and Control Preferences</p>
<p>Account Summary</p> <p>Transaction History</p> <p>Statements</p> <p>Payments</p> <p><b>Alerts and Controls</b></p> <p>Account Information</p> <p>Services</p> <p>Add View Accounts</p> <p>Help/FAQ</p> <p>Contact Us</p> <p>Terms and Conditions</p> <p>Sign Out</p>	<p><b>Your Alerts registration is almost complete.</b></p> <p>You will receive a text message from ConnectUP Alerts and you must reply with "Yes" to complete your Alerts registration.</p> <p>If you enroll more than one account number to the same mobile phone number, please wait to start the next card until the full registration on the first card is complete. This includes receiving and replying to the text message indicated above.</p> <p>If you have an existing destination you will receive an alert to confirm your changes.</p> <p style="text-align: center;"><a href="#" style="background-color: #c00000; color: white; padding: 5px 15px; text-decoration: none;">Continue</a></p> <p style="font-size: small;"> <a href="#">Account Summary</a>   <a href="#">Statements</a>   <a href="#">Payments</a>   <a href="#">Account Information</a>   <a href="#">Services</a>   <a href="#">Help/FAQ</a>   <a href="#">Contact Us</a>   <a href="#">Terms and Conditions</a>   <a href="#">Privacy Policy</a> </p>

### SMS Text Message Examples for Registration and Fraud Alerts

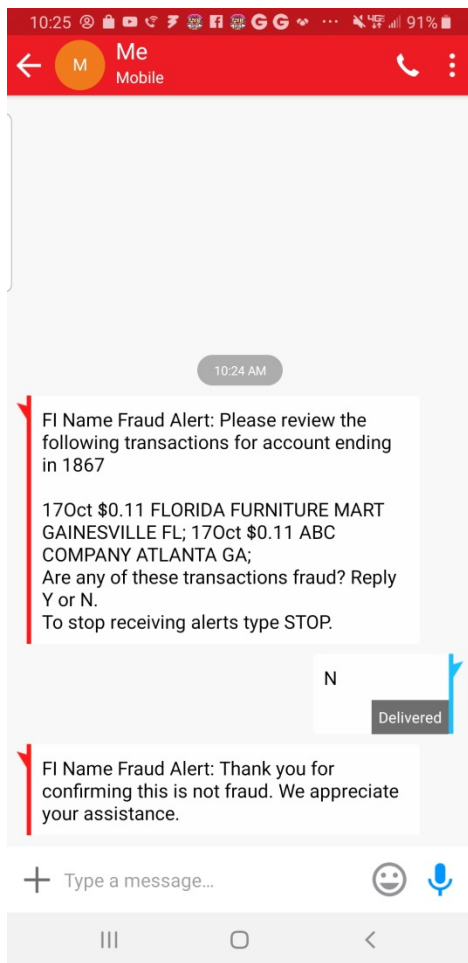
① Text received after New Registration:



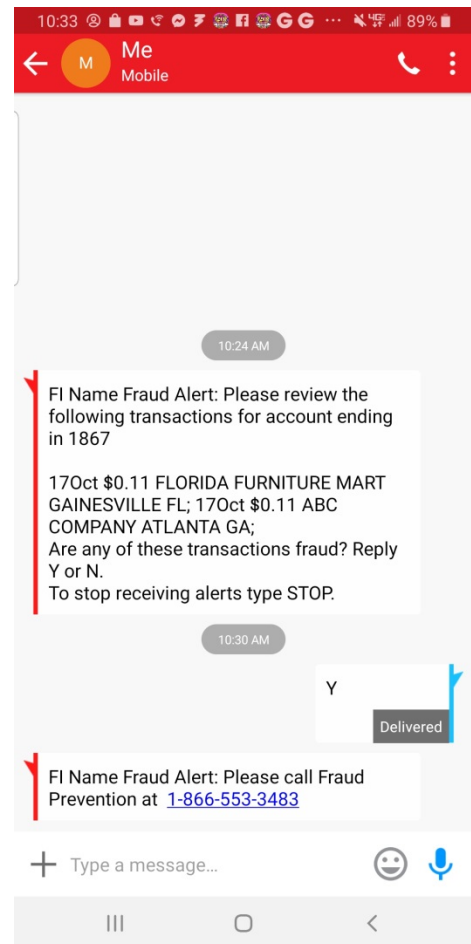
② Text "YES" to 23201, response:



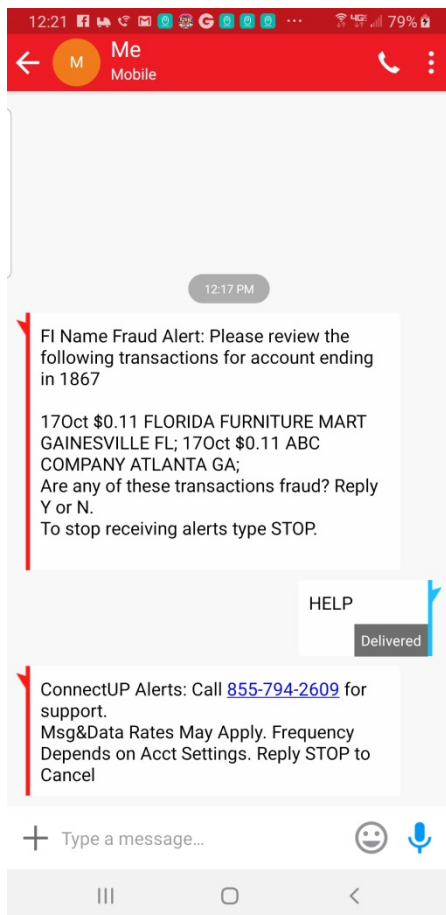
- ③ Fraud Alert – respond “N” if it is not a fraudulent transaction:
- \*Account may be temporarily blocked until Cardholder confirms the transaction is not fraudulent
  - \*Block will be removed immediately after Cardholder confirms it is not fraud (if the account was blocked)



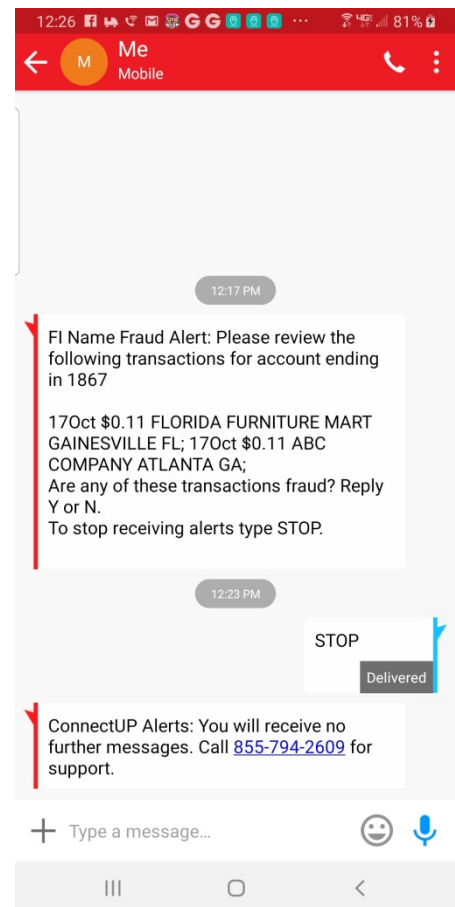
- ④ Fraud Alert – respond “Y” if it is a fraudulent transaction:
- \*Account is blocked immediately
  - \*Cardholder must call Fraud # to resolve



⑤ Text “Help” to 23201, response:



⑥ Text “Stop” to 23201, response:





## Fraud Alert Sample Email:

**From:** [donotreply@mybank.com](mailto:donotreply@mybank.com)  
**Sent:** Monday, July 15, 2019 4:54 PM  
**To:** John Smith  
**Subject:** FI Name Suspected Fraud  
Dear JOHN SMITH,

FI Name would like to verify some recent activity on the credit card ending 1867. Please call 866-661-4232 at your earliest convenience to speak with one of our security representatives. Someone is available to assist you 24 hours per day, 7 days per week. Alternatively, you may contact the FI directly during regular business hours, or you may respond by e-mail to confirm the transaction listed below:

<u>Date</u>	<u>\$Amount</u>	<u>Merchant Name, City &amp; State</u>
10/17	0.11	FLORIDA FURNITURE MART GAINESVILLE FL
10/17	0.11	ABC COMPANY ATLANTA GA

We are pleased to offer this account protection service as part of our ongoing effort to safeguard our cardholders against credit card fraud. We apologize for any inconvenience this may have caused you, and thank you in advance for taking a moment to speak with our security representative.

If you have already spoken with us regarding this matter, please disregard this email.

Sincerely,  
**FI Name**  
**Security Department**