

Compromised Debit Cards

What is a compromised card?

A compromised card is a card that is at risk of fraudulent activity. Cards can be compromised due to computer theft, unauthorized network intrusion, or other types of suspicious activity. This can happen at a store where you have shopped or as your card number and payment information travel electronically through the processing system of a store.

How does Peoples Savings Bank react to compromise notifications?

We take every compromise seriously. We require issuance of new cards for affected customers immediately. Customers will receive a letter in the mail about the card being compromised. You will receive your replacement card within 7-10 business days by mail.

Does this mean I have fraud on my account?

Not necessarily. In fact, among the list of card numbers we periodically receive, only a few are affected by fraud. We do it for the safety of our customers.

How can I protect myself?

Unfortunately, you can't prevent this from happening to you. Utilizing your Mobile Wallet or using EMV Chip transactions can help. They send a one-time authorization for your transaction which helps reduce your card number from being stored on merchant terminals. Mobile Wallet is linked to your Smartphone allowing you to use your phone as your debit card. Mobile Wallet transactions do not give out your full card number when you use it which makes it extremely hard for fraudsters to get your information. All Peoples Savings Bank debit cards contain an EMV Chip and using EMV capable terminals are much safer because each Chip contains a microprocessor that creates a unique code for each transaction you make, making it more difficult for your card number to be compromised. You can also be more careful about where you input your information on the Internet and which stores you use your card at. Peoples Savings Bank uses Card Sentry which monitors our card transactions looking for and trying to catch any unusual transactions that may be done with your card. Even though we are watching your card transactions as close as we can, it is still important for you to watch your accounts closely to catch any unusual transactions as early as possible.

When notified about a card compromise, what does Peoples Savings Bank do?

At Peoples Savings Bank we don't want you to have to worry about a card number today that could be utilized by a criminal months or even years from now. That's why we immediately contact our customers by sending a letter to them in the mail the same day we receive the list. We also mail out a replacement card with a new number to the customers affected.

What do I do when I receive my new debit card?

Cut up or destroy your compromised card immediately and activate your replacement card. You can activate your card by calling your local branch, and let them know it is okay to close the compromised card. After hours you may call 573-486-1444, followed by option 9, option 1, and then option 4.

What if I do not want my debit card blocked?

Compromises are serious. Fraudulent activity may occur if the card is not blocked and it could occur days, weeks, months, or even years from now. The fraud dispute process can be inconvenient. While many customers do not experience fraud when a compromise is reported, the risk exposure still exists if the cards are not blocked. To protect our customers, minimize inconvenience and losses, Peoples Savings Bank requires compromised cards be replaced.

What if I have automatic debits made to my compromised card?

You should contact the merchant immediately upon receipt of your replacement card and provide them with the new card number. This process may be as simple as logging into the corresponding merchant site and updating the information yourself.

What can I do to keep this from re-occurring?

Unfortunately, we have no way of stopping criminals from “hacking” into databases of merchants or merchant processors. One way to reduce your risk is to avoid use of your debit card on the Internet and be aware of the card terminals you use to make sure nothing looks suspicious.

Debit Card Safekeeping Tips:

Always know where your card is. If you misplace it then contact your local branch immediately or log into Online or Mobile Banking and turn the card off.

- Never write, carry, or share your PIN with others.
- Review your monthly statements once you have received them.
- The best practice is to utilize our **Online Banking, Mobile Banking, or Voice Access.** They allow you to review your activity daily, weekly, or as often as you like.
- Call us immediately if you notice anything suspicious.

What do I need to do if I discover fraudulent transactions on my account?

- Contact your local branch to get your card closed out.
- Try and contact the merchant where the transaction happened with to see if they can explain the charge.
- Come into a branch to file a debit card dispute so we can start an investigation to get the charges refunded.