



North Pointe Branch
885 N. Illinois Route 3
Waterloo, IL 62298
(618) 939-7194
(618) 939-4140 fax

Wedge Branch
501 N. Market
Waterloo, IL 62298
(618) 939-7195
(618) 939-5606 fax

Valmeyer Banking Center
259 Knobloch Blvd.
Valmeyer, IL 62295
(618) 935-2265
(618) 935-2339 fax

www.sbw.bank



October 3, 2018

Dear Valued Cardholder:

Keeping your account safe and secure is our highest priority. We're adding Text Fraud Alerts as part of our debit card protection program.

You'll soon begin receiving text alerts when suspicious activity is detected on your State Bank of Waterloo debit card. If you receive a "fraud alert," reply Yes or No to confirm or deny the activity. If you reply No (the activity is fraudulent), you'll quickly receive a follow up text to let you know that a SHAZAM fraud specialist will call you soon to help protect your account. We'll also automatically block your debit card to prevent any additional fraudulent activity.

If you reply Yes (the activity was legitimate), you can continue to use your debit card as normal. If you don't reply to the text, or your phone number is not a mobile number, we'll attempt to reach you via automated voice call.

Text message alerts from: 72718

Automated phone calls from: 855-219-5399

Make sure to save these numbers to your contacts so you don't miss any alerts. This added protection to your debit card is automatic and text message alerts are free.

If you have any questions, or ever see a suspicious transaction on your debit card, please call 618-939-7195.

Thank you!

State Bank of Waterloo

*Important: We will never request card or account information via text, phone or email.
SHAZAM is our debit card processor.*