

Important ATM/DEBIT Card Information!

Blocked DEBIT Card Transactions

We would like to remind you of some changes we made to ATM/DEBIT cards. Because of the heavy volume of fraud that has occurred on cards in recent years, we are restricting transactions to PIN based for certain categories of merchants across the US and we are blocking all transactions in all other countries. If you have a DEBIT Card Transaction denied due to a blocked status, you may call the bank's Debit Card Department at (706) 647-8951 and request that the block be removed and you will be able to complete the transaction. The block will be put back in place once the transaction processes.

We apologize for any inconvenience these restrictions may cause you as our customer, but we are trying to eliminate fraud and significant losses. Thank you for your cooperation concerning these changes.

Travel Advisory for DEBIT Card Transactions and New Address and/or Phone Number

If you are traveling and plan to use your ATM/DEBIT card, please call the bank's Debit Card Department at (706) 647-8951 with your destination information so we may set the necessary travel advisory for your ATM/DEBIT card. This will reduce your chances of being inconvenienced and having your transactions declined.

Address and Phone Number Changes

If you have recently changed your phone number or address, please contact the bank with your updated information. This information is needed in case we need to contact you concerning suspicious activity on your ATM/Debit Card or Account.

Lost or Stolen ATM/DEBIT Card

To report a lost or stolen ATM/DEBIT Card, please contact the bank's Debit Card Department at (706)647-8951. During Non-Banking Hours, please contact SHAZAM at 800-383-8000.

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