



ANIMAS CREDIT UNION

FARMINGTON, NEW MEXICO

September 1, 2017

Subject: Checking Account Changes

Dear Member:

You have probably seen in the news the reports of many breaches of merchant debit and credit card terminals. We have seen major companies like Home Depot and K-mart (twice in three years) suffer very large breaches that result in massive amounts of debit/credit card fraud that may have affected your account. Every time your card gets breached, the Credit Union absorbs the financial loss, as we refund the fraudulent transfer of funds back to your account.

We are in the process of modifying our debit card pre-authorization algorithm to red flag potential fraudulent transactions. This may cause some of your legitimate charges to be denied. Our fraud center may contact you about a possible fraudulent charge moments after your card is denied (**please update our records with your current cell phone number by calling us at 326-7701**). Please accept the fraud center's calls and respond to their questions, so that they can allow legitimate charges to be processed. We are trying to substantially reduce the number of fraudulent transactions that impact your accounts and adversely impact the Credit Union.

We have experienced high levels of fraud from certain countries and have taken steps to mitigate those losses. We have excluded certain fraud prone countries from our approved debit card database. If you are trying to make an internet purchase from Russia that transaction will most likely be denied. If you are going to travel internationally and plan on using your debit card, please call us and let us know what countries you will be visiting and the associated timelines. Then we can temporarily update your card so that your debit card transactions in those areas will not be denied. This also applies to travel within the United States. Certain towns are notorious for debit card fraud and we have blocked those areas too.

Animas Credit Union is a non-profit financial cooperative organized and operated by our members. As such, we all must share in the burden of operating the Credit Union. We are hopeful that you will continue to support our mission of improving your financial lives. We appreciate your business and look forward to serving your financial needs well into the future. We thank you for your on-going support as we battle the criminal element in our society and minimize the fraud that adversely affects us all.

Sincerely,

Gary G. Sterton

Gary G. Sterton
CEO