



As part of our continuing effort to bring the best technology and service to our members, we at the Rockland Employees FCU are upgrading our Fraud Detection and Notification System. The new system will provide more immediate attention to notify our members faster when fraud is suspected. The notification portion of the system includes a state-of-the-art automated assistant to help our members review transactions and confirm their spending activity on Debit and/or Credit Cards.

If you receive a notification call from our automated assistant, whom we have nick-named Jill, please work with her to answer questions regarding recent card activity. Please also be aware that our Card Member Security team that provides fraud alert management is available 24 hours per day, 7 days per week should you need assistance from a live agent.

If suspicious transactions are identified as fraudulent, calls will be transferred to our outstanding member support team at Card Member Security to help you take the necessary precautions to protect your cards and related accounts. If the recent activity is legitimate, members will be able to close the case with the phone attendant using their touch-tone phone.

Thank you for your support through this upgrade and, as always, thank you for being a member of the Rockland Employees FCU.