



We Connect
with you.

SecurLOCK Communicate SMS Text Sample

**FreeMsg: Metairie Bank & Trust Fraud Dept 8003694887:
Suspicious txn on card 1111: \$201.99 WALMART.
If authorized reply YES, otherwise reply NO. To Opt Out reply STOP.**

If they reply YES the case will be closed as not fraud and they will receive the following response:

**FreeMsg: Metairie Bank & Trust Fraud Dept:
Thank you for confirming this activity. Your account is safe for continued use.
To Opt Out reply STOP.**

If they reply NO the Automated Call System will generate an outbound call to the cardholder during available calling hours. The cardholder will be asked to identify security and the call will then be transferred to a Fraud Alert Specialist. The cardholder will also receive the following response:

**FreeMsg: Metairie Bank & Trust Fraud Dept:
Thank you. We will call you or you can call us anytime at 800-369-4887.
To Opt Out reply STOP.**

Anytime any other response is received other than YES or NO, a help message will be generated.

**Free Msg: Metairie Bank & Trust Fraud Dept.
If activity previously confirmed valid, disregard message.
For further assistance, call 800-369-4887. To Opt Out reply STOP.**