



We Connect
with you.

SecurLOCK Communicate E-mail Sample

From: FraudServiceCenter@MetairieBankAndTrustCo.com
Subject: URGENT: Your Card Has Been Suspended Due To Recent Account Actcivity

Your Card Ending in 1113

Dear (Cardholder's Name):

As part of our commitment to protecting the security of your account, we continuously monitor for possible fraudulent activity. We need to verify that you, or someone authorized to use your account, attempted the following transaction(s) on your account ending in 1113:

Merchant	Amount	Date	Time	Location
WALMART	\$504.95	04/01/2016	08:01 AM	LOS ANGELES, CA
WALMART	\$104.95	04/01/2016	10:02 AM	LOS ANGELES, CA
STARBUCKS	\$50.95	04/01/2016	10:35 AM	LOS ANGELES, CA

If the dollar amount is not identical to what is shown on a transaction receipt, this may be due to a pre-authorization which has not yet posted to your account.

The merchant location for internet transactions may be different than you expect as they are often cleared through a centralized billing location.

If you have already spoken with us about these transactions, then no further action is required.

Please click on one of the two statements below that best represents the transactions above:

All Transaction(s) Authorized

One or More Transaction(s) NOT Authorized

NOTE:

Your satisfaction is very important to us and we appreciate your prompt attention to this matter. If you have any questions about the content of this email, please don't hesitate to contact us at 800-369-4887 from the U.S. and Canada. If you prefer, use the phone number on the back of your card. Internationally, you can reach us collect at 727-227-2447 and we will accept the international collect call charges. For your convenience, we are available to take your call 24 hours a day, 7 days a week.

Thank you for being a valued customer.

Sincerely,

Metairie Bank & Trust Co Fraud Service Center