



LAKE ELMO BANK

A TRADITION OF SERVICE

IMPORTANT DEBIT CARD INFORMATION

We are excited to announce that Lake Elmo Bank will be enhancing our debit card fraud prevention services beginning on October 5, 2020. These changes are part of our comprehensive strategy to fight debit card fraud. Please be sure all Debit Card holders attached to this email receive this important information.

CardValet Mobile App

CardValet will be replacing My Mobile Money app. Effective October 5, 2020, current My Mobile Money app users should delete that app and download CardValet by going to the Google Play or Apple App Store. Not a My Mobile Money app user? Simply download CardValet for added security. The CardValet mobile app helps you control your Lake Elmo Bank debit card(s) through your mobile device, making it easy to set alerts and manage your finances on the go.

Security

Turn your cards on/off, in an instant, for any reason. Turning your card off when you're not using it helps safeguard against fraud.

Control

Control how your card can be used by setting features that include dollar amount limits, merchant categories and geographic locations. CardValet is a great tool for our business owners who provide debit cards to their employees. Under one app, you are able to load all employee cards and take advantage of setting options. Under the transaction controls select which merchant type, geographic locations and spending limits you will allow.

Alert Messages

Receive alerts through the app when your debit card is used, approved or exceeds the transaction controls set by you. Stay informed of potential fraud with alerts on attempted and declined transactions. CardValet offers other convenient tools like a balance look-up or ATM locator.

Get Started

- Effective October 5, 2020 download the CardValet App for your Apple iOS or Google Android device
- Select *Get Started*
- Register the card
- Enter verification information (last 4 of SS# or a recent amount of a debit card transaction)
- Agree to the Terms & Conditions
- Create your credentials

Stillwater Office
1937 Greeley Street South
Stillwater, MN 55082-6012
651.439.7680 • Fax 651.770.4400

Lake Elmo Office
11465 39th Street North • Post Office Box 857
Lake Elmo, MN 55042-0857
651.777.8365 • Fax 651.773.4739

Oakdale Office
600 Inwood Avenue North
Oakdale, MN 55128-7094
651.578.7769 • Fax 651.748.4817



Two-Way Text Alerts on Suspicious Transactions

We are adding additional ways to contact our debit card customers when suspicious activity may be occurring on their card. Today our Fraud Service center calls you and if you do not answer, they leave a voicemail. With all the spam phone calls, many of us do not answer an unfamiliar phone number. It is important that we are able to reach you to prevent your debit card from being temporarily closed when you need to use it.

Starting on October 5, 2020, Fraud Services will first send you a text message regarding suspicious transactions. The text will ask you if you are attempting a specific transaction.

- You will be able to respond back "Yes" this is my transaction or "No" this is not my transaction.
- Text messages are sent out 24/7.
- If you do not reply to the text message, a phone call will be made during the hours of 8:00 AM – 9:00 PM CST.
- If our Fraud Service Center is not able to reach you, your card will be temporarily closed. During regular banking hours Lake Elmo Bank will be notified and we will also attempt to reach you.
- You have the option to opt out of text messaging at any time.
- Remember that the Fraud Service Center will not ask for account information, the 3-digit security code on the back of your card or the expiration date.
- It is always a good idea to contact Lake Elmo Bank when you will be traveling and using your debit card to avoid service interruptions. Notify us of your travel dates and destination.

New After-Hours Contact Information

Effective October 5, 2020 please report after-hours lost/stolen or fraud attempts by calling 1.833.337.6075. For international calls – 1.614.564.5105. These numbers are also listed on our website for your convenience; however, please note the number listed on the back of your current debit card will no longer be valid.

As always, we thank you for your continued banking relationship. Please contact us with any questions or concerns – 651.777.8365 or ebanking@lakeelmobank.com.