



# FIRST STATE BANK



## Fraud Checklist

Follow these steps if you believe that your account(s) have been compromised due to fraudulent activity:

- Contact us at (903) 676-1900.
- Update your online banking credentials: usernames and passwords.
- Close any potentially compromised accounts.
- Notify credit bureaus:
  - TransUnion: 1-833-806-1627 or [www.Transunion.com](http://www.Transunion.com)
  - Equifax: 1-888-378-4329 or [www.Equifax.com](http://www.Equifax.com)
  - Experian: 1-888-397-3742 or [www.Experian.com](http://www.Experian.com)
- File a police report if necessary

**If your computer has been compromised, follow these steps:**

- Contact us at (903) 676-1900
- Contact any other Financial Institution you are a member of.
- Have the compromised device scanned for any viruses or trojans by an authorized computer technician.
- Change usernames and passwords on all accounts on a non-compromised device.
- Notify the above credit bureaus in case of fictitious credit applications or account openings.
- Change email passwords.
- File a police report if necessary.

### Reminder:

First State Bank will never contact you and ask you to disclose sensitive account information over call, text, or email.