

Security Alerts Service (Account Notification)

Sign up today!



**CAYMAN
NATIONAL**

At Cayman National we pride ourselves on putting the customers' needs and security at the forefront of our priorities. In an effort to enhance communication and protect you from fraudulent transactions, we are pleased to offer Security Alerts. Once subscribed, you will have the option of receiving specific text or email messages for credit & debit card activity. This service will be offered at no cost.

A list of these alerts are as follows:

- 1 Card Expiration Notification Alert
- 2 Credit Account Status Alert
- 3 Card Replacement Alert
- 4 Transaction Notification Alert
- 5 Low balance alert on transaction (Credit Card only)
- 6 New Card Alert
- 7 Credit Account Payment Due (Credit Card only)
- 8 Late Payment Alert (Credit Card Only)

Key Benefits include:

- Alerts provide cardholders with a sense of awareness and extra security.
- Cardholders can identify irregular activity on personal credit and debit cards.
- Receive notifications and reminders.
- Account balance warning.
- Receive alerts to multiple email channels.
- Receive alerts on multiple accounts on one card.

FAQs

What if a transaction is suspicious, do I reply to the alert?

The alert message will direct you to a cellular telephone number to call. The alert service is one way, therefore you cannot reply to the alert.

Can I unsubscribe or change my alert preferences?

Yes. Changes to this service are permitted and can be done via a customer request form submitted at any of our Customer Service Centres or general instructions via our Online Banking message center or calling Customer Support at 345 949 4655 upon cardholder verification. The changes that can be conducted include: removing communication channels e.g. email address, and disabling alerts for certain accounts.

Will this service replace the calls I receive from the Card Security Unit?

No. The alert service will provide additional security and the convenience of a quicker notification regarding account transactions in an effort to minimise the impact of fraud. The Card Security Unit will still conduct investigations to determine if a transaction is risky. In the event of fraud or the suspicion of fraudulent activity on the cardholder's account a Card Security Officer will conduct the normal process which may result in account restriction.

Is there a cost?

No, this service is FREE at this time.

Sign up Today!

If you would like this service enabled, please send an email request to notify@caymannational.com. Please specify the following:

- Full Name
- Email Address (Primary)
- Contact (local cellular telephone number)
- Specify Credit or Debit Card or Both (Please only specify the card type, do not provide your card number(s))
- The "option" number of the alerts you want enabled. State (ALL) if all the alerts.

Please ensure the correct information is provided, failure to provide correct information will delay your request.

What if I have a joint account? Will the additional cardholder see my activity?

Yes, account holders that are subscribed to alerts, will see the activity of the additional cardholders on the account.

Will I receive alerts if I'm overseas?

Yes. If your cellular telephone number is local, or you have provided an email address you can receive alerts when traveling.

Can alerts be set up for multiple bank accounts attached to a single debit card?

Yes, once accounts are issued in the cardholder's name.

Can alerts be set up for Business Cards?

The service does not include Business card alerts at this time.

Can I receive alerts on multiple channels?

Yes, you may receive alerts by email and/or text message. Alerts are permitted to one cellular telephone number and multiple email addresses.

What should I do if my telephone number is changed?

Please advise the bank immediately of the change and provide your new cellular telephone number to update your records and to receive your alerts.*

*Please be mindful that some telecommunication companies recycle cellular telephone numbers, so it is important to advise the bank as soon as possible of any changes. Also bear in mind that the alert messages do not contain any sensitive customer information.