



## **Helpful Tips for Traveling with your Card**

Traveling can be a fabulous part of life. We at Farmers Bank want to make sure that your traveling and shopping experiences are as seamless as possible while still maintaining a high standard of security on transactions.

Here are a few tips to make your trip trouble free:

1. **Let us know when you will be traveling.** Notifying your financial institution of your travel plans will allow us to enable travel options that may be needed, and will give us valuable information for addressing any fraud alerts or concerns that may come up during your trip, especially if we cannot reach you at the time.
2. **Use your PIN.** Your PIN is a security feature to identify the user of the card. Using your PIN on transactions, particularly when you change geographic locations, will help our fraud monitoring system verify that you are physically with your card.
3. **Be aware of phone calls regarding alerts on your card.** We will attempt to contact you as soon as possible about any fraud alerts issued against your cards. Please respond to these calls promptly to avoid additional issues or blocks to your card.
4. **Monitor your accounts.** Mobile banking includes functions to manage your cards and monitor your accounts. If, while on a trip, you lose your cards or see unauthorized charges in your account please restrict your cards in the app and contact the bank or the Fraud Prevention Department.
5. **Take alternate forms of payment with you.** All payment methods can have issues or denials along the way. Having an alternate form of payment available, such as cash, checks, or additional cards will ensure that you do not end up in a store or another country with one card that has been compromised and locked up.

***We are available to assist with any card issues!***

**Local customer support: (208) 734-1500**

*Available: Mon-Thurs 8:00 a.m. to 5:00 p.m. and Fri 8:00 a.m. to 6:00 p.m.*

**After hours Fraud Prevention Department: (800) 472-3272, option 0**

*Available: 24/7*