Gividends

COMPROMISED ATM/DEBIT & CREDIT CARDS

Method A   Turn a list of compromised cards into a report or file identifying affected members along wit additional card information. (*see Service Level 1*)

Method B   If your vendor or group provider can automatically re-issue your compromised cards, contact Gividends to coordinate your project. We can setup the new cards and close the old cards. (*see Service Level 2*)

Method C   Let Gividends assist with contacting members affected by compromised cards with personal letters, email campaigns or e-alerts. (*see Service Level 3*)

Credit

Level 1

In a compromised card situation, Gividends can provide services to assist your Credit Union in coordinating the effort.

- Credit Union provides a list of compromised cards (electronically and securely)
- Gividends identifies the members associated with the compromised cards by providing a detailed report and file containing card and member information.
- This report can be used to perform manual functions such as closing the compromised cards and/or re-ordering new cards.
- The file can be used to generate correspondence to your members (emails, mailings, or other contacts).

Level 2

Regardless if there are 50 or 5,000 affected accounts, Gividends can help.

- Credit Union/Vendor provides a cross reference list of compromised cards and the new card being issued (electronically and securely). These types of listd are typically provided by the network and group provider at the time they are assisting the credit unions with the mass re-issue of cards.
- Gividends can automatically setup the new card using the same values of the compromised card. A detailed report and file are produced (refer to Level 1).
- Gividends can optionally close the compromised cards either at the same time or at a later date.

Level 3

Gividends along with our partners can provide **A to Z** service. Contact an EFT Account Executive to get started!

Let Gividends assist with a personal touch. Level 3 is by special request.
Additional options could include:

- Contacting members with a personalized call campaign
- Contacting members with personal letters
- Contacting members with email campaigns or e-alerts

Other ideas? Give us a call!

More information online at gividends.com