



Keeping your account safe and secure is our highest priority. We are adding Text Fraud Alerts as part of our debit card protection program.

You will soon begin receiving text alerts when suspicious activity is detected on your debit card. If you receive a “fraud alert,” reply Yes or No to confirm or deny the activity. If you reply No (confirms the activity is fraudulent), you will quickly receive a follow up text to let you know that a SHAZAM fraud specialist will call you soon to help protect your account. We will also automatically block your debit card to prevent any additional fraudulent activity.

If you reply Yes (confirms the activity was legitimate), you can continue to use your debit card as normal. If you do not reply to the text, or your phone number is not a mobile number, we will attempt to reach you via automated voice call.

Text message alerts from: 72718
Automated phone calls from: 855-219-5399

Make sure to save these numbers to your contacts so you do not miss any alerts. This added protection to your debit card is automatic and text message alerts are free.

If you would receive one of these text messages you do have the ability to opt out, however we do not recommend doing this as these automated messages will stop fraud more quickly. When you receive your first text message, you can simply text or select “STOP” to opt out.

If you have any questions, or ever see a suspicious transaction on your debit card, please call (844)772-4258 to speak with your local bank representative.

Thank You!
Citizens Alliance Bank

*Important: We will never request card or account information via text, phone or email.
SHAZAM is our debit card processor.*