



SUNSTATE
FEDERAL CREDIT UNION

PO Box 1162 ♦ Gainesville FL 32602
(352) 381-5200 ♦ Toll-Free (877) 786-7828
www.sunstatefcu.org

Dear Member:

For your protection, new security measures are being added to your account. Please read this notice entirely, and watch for other notices, in order to avoid experiencing a temporary denial of access to your account, or to services as we continue to minimize the potential for fraudulent transactions.

As you are aware, we at SunState FCU take our commitment seriously to safeguard the privacy of your account, to protect you and your money. In light of recent predictions that fraud will continue to rise, especially during the next few months, we are moving quickly to further safeguard your funds and private account information. The result of this increased security will be noticeable changes in how we conduct business with you, especially over the phone and in Home\$Banking.

Very soon, you will notice a request for information on your receipt when you visit one of our lobbies. Please provide the requested information as soon as possible to ensure your transactions can always be completed in a timely manner, including wire transfers, and Visa and ATM card transactions.

Home\$Banking log-on procedures will change as well. The new process will help to assure you that you are really dealing with SunState Federal Credit Union, and not an internet imposter.

Please tell us when you plan to travel outside the continental United States. One of the security measures randomly checks for unlikely transactions on your account. If the system can't confirm the transaction at the phone number listed on your account, the transaction could be blocked to safeguard your funds. Therefore, please make sure we have your contact information up to date. Discussing your travel plans will help us to keep your account protected, while we allow the transactions where you plan to travel.

If the credit union does not have your current phone number, it is vital that you provide it to us at your earliest convenience. You may do this in Home\$Banking.

Thank you for your attention to these details so that we can continue to enable and safeguard your financial business and continues to earn your trust each day.

Watch for more information on these new security features when you access your account in Home\$Banking.