

New Fraud Text Alerts FAQs

Q. How do I enroll in Fraud Text Alerts?

A. We have already included you in these enhanced services as part of our fraud protection services. Please call us with your current cell phone number.

Q. What triggers these alerts?

A. Transactions that have been identified as potential fraud.

Q. How can I stop text messages if I don't want to receive them any longer?

A. All you need to do is respond back to the SMS text alert with the word STOP.

Q. What number will the text message come from?

A. The text message will come from number 37268 and will have also have our Advance Financial FCU name in the text.

Q. Will there be any charges for this service?

A. No, the new Fraud Text Alerts service is free of charge.

Q. What if I don't respond to the text?

A. If you do not reply to the Fraud Text Alert, the Fraud department will attempt to reach you by phone.

For additional questions, please contact our Electronic Services department at 219.392.3900, option 4.