



August 16, 2022

Dear Customer,

Good news! We're making an upgrade!

In September 2022, Security Bank and Trust Company will shift to a new debit card processor. This new partnership will offer you additional benefits and security features. You will **not** receive a new debit card – please continue to use your current debit card.

Here's what you need to know:

- When your current card expires, you'll be sent a new debit card or you can request a new card by calling 918-542-6661.
- **Your new card will be contactless!** You can choose to pay for purchases by simply holding or tapping your card on the checkout terminal at participating retailers — simply look for the contactless symbol where contactless payments are accepted.
- When you do receive your new debit card, be sure to **provide your updated card information such as the expiration date and CVV number on the back of your card to any businesses** that charge your card for recurring or automated payments. If you've linked your debit card to payment services such as Venmo, Cash App or PayPal, you'll need to update your information there also. Other examples include:
 - Utilities
 - Insurance
 - Phone & Wireless
 - Subscriptions
 - Entertainment
 - Internet/Cable
- Your new card will be eligible for mobile wallets! You can register your new debit card in Apple Pay®, Google Pay™ or Samsung Pay® for an easy and secure payment experience.
- **During this transition if you experience declined payments, they could be the result of the merchant not updating their payment software. If this happens, please let us know and we can try to reach out to the merchant.**

After August 31, 2022, you'll have access to some new security features including:

- Text or phone call alerts if suspicious activity is suspected on your debit card. Add these numbers to your contacts now so you know to answer them if they contact you:

- Text message: 72718
- Phone call: 855-219-5399
- **Brella** — a free mobile app that sends you alerts when your debit card is used so you can quickly detect unauthorized activity. If you receive an alert, you can quickly take action to prevent fraud.



You can choose the type of alerts you want:

- Purchases exceeding thresholds you set.
- Purchases made via the internet or over the phone.
- Suspicious or high-risk purchases.

With Brella, you can also:

- Turn your debit card on or off.
- Send money to friends and family.
- Submit travel notices.
- Check your account balance.
- Find nearby ATMs.

Visit your app store and search for “Brella Card Manager” to download and register your new debit card.

While we expect minimal disruption during this change, please contact us if you have any issues. We appreciate your business and are sure you'll love your new debit card. If you have any questions, please contact us at 918-542-6661.

Sincerely,

Security Bank and Trust Company
Member FDIC