

Security Verification Process

Protecting Your Account and Financial Information

Dear Valued Customer,

At TrustBridge Bank, we are committed to maintaining the highest level of security for your financial accounts. This guide will help you understand our security verification process when unusual account activity is detected.

Why We Trigger Security Alerts

We implement advanced monitoring systems to protect you from potentially fraudulent activities. Security alerts may be triggered by:

- Unusual transaction locations
- Unexpected large purchases
- Transactions from new devices
- Suspicious login attempts
- Inconsistent spending patterns

Our Verification Process

When a potential security concern is identified, we follow a comprehensive verification procedure:

1. Immediate Notification

- You will receive an instant alert via:
 - Text message
 - Email
 - Mobile banking app notification
- The alert will provide basic details about the flagged transaction

2. Verification Methods

a) Online Verification

- Log into your online banking (<https://bit.ly/4hEhehe>)
- Navigate to the security alert section
- Confirm or dispute the transaction
- Provide additional identification if required

b) Phone Verification

- Call our dedicated security hotline: 1-800-TRUSTBANK
- Have your account number and government-issued ID ready
- Our representative will guide you through the verification

c) Mobile App Verification

- Open the TrustBridge Mobile App
- Tap on the security alert
- Use biometric authentication (fingerprint/face recognition)
- Confirm or block the transaction

3. Additional Verification Steps

- Answer personalized security questions
- Confirm recent legitimate transactions
- Provide proof of your current location if needed

What Happens Next

- **Confirmed Legitimate Transaction**
 - Transaction will be processed immediately
 - No further action required
- **Disputed or Fraudulent Transaction**
 - Transaction will be blocked
 - We will initiate a fraud investigation
 - You will not be held responsible for unauthorized charges
 - A new card will be issued if necessary

Protecting Your Account

Recommended Security Practices

- Keep contact information up to date
- Enable two-factor authentication
- Use strong, unique passwords
- Monitor account activity regularly
- Report any suspicious activity immediately

Contact Information

TrustBridge Bank Security Center

- Phone: 1-800-TRUSTBANK (1-800-878-7822)
- Email: security@trustbridgebank.com
- 24/7 Support Available

Emergency Fraud Hotline

- Immediate Assistance: 1-888-FRAUD-HELP

Privacy and Confidentiality

We guarantee the confidentiality of all verification processes. Your personal and financial information is protected by state-of-the-art encryption and security protocols.

TrustBridge Bank - Your Financial Security is Our Priority

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