



Simple steps to help keep your money safe

Staying ahead of fraud starts with a few smart habits. This checklist is designed to help you quickly review the key actions you can take to protect your personal and financial information—whether you're banking online, in person or on the go.

Step 1: Recognize the Signs

Be alert for:

- ☐ Unexpected calls, texts, or emails asking for personal info
- ☐ Messages that create urgency or fear (“Your account will be locked!”)
- ☐ Requests to click links or download attachments
- ☐ Emails that look official but have odd grammar or sender addresses

Step 2: Take Immediate Action

If you suspect fraud:

- ☐ **Do not respond** to the message or call
- ☐ **Do not click** any links or attachments
- ☐ **Act quickly** and contact Park immediately
- ☐ **Report the incident** via our website or mobile app

Step 3: Secure Your Accounts

- ☐ Change passwords for any affected accounts
- ☐ Monitor your account for unauthorized transactions
- ☐ Freeze your debit card if needed (via mobile banking app or by calling Park)

Step 4: Know Your Tools

Park offers:

- ☐ 24/7 debit card service support via phone at 844-596-1147
- ☐ **During business hours:** Fraud support through our Customer Care Center at 888-474-7275 via chat or call (Monday through Saturday 7:00 a.m. to 7:00 p.m.)
- ☐ **After business hours:** Fraud Submission Form
- ☐ Online and mobile tools to dispute debit card transactions anytime
- ☐ Educational resources on our website

Step 5: Stay Informed

- ☐ Visit our Fraud Education Center on our website for tips and updates
- ☐ Follow Park on social media for alerts and advice

At Park, *your security is our priority*

We're committed to making fraud prevention simple and easy to navigate. If you ever feel unsure, reach out. We're here to help.