VISA FRAUD PROCESS AND PREVENTION

HONOLULU POLICE
FEDERAL CREDIT UNION

Possible Fraud is Detected by Fraud Department

Fraud Department Attempts to Contact Member

After Member is Contacted VISA Cards are Blocked and New Cards Issued

Member Reviews VISA Statement and Detects Fraudulent Transactions

Member Contacts Fraud Department at 1-800-808-7230

VISA Cards are Blocked and New Cards Issued

An Affidavit of VISA Fraud is Mailed to the Member for Completion

Member Continues to Monitor Monthly VISA Statements

(Optional) Members May Check Transactions and Balances on ezcardinfo.com