

# Let's Talk

## Libro Fraud Protection



### What is Libro doing to protect you from fraud?

#### Chip Technology

ATM's, point-of-sale terminals, and debit and credit cards have been converted from magnetic stripe to chip technology. Chip cards offer increased protection against counterfeiting, identity theft, and fraud as the information contained in the chip is nearly impossible to duplicate.

Chip cards will continue to carry the magnetic stripe along with the chip to allow cardholders to use their debit cards in other countries that do not use chip technology

Your Libro chip debit card allows you to pay at more stores internationally, including the US. Libro debit cards are on the Interac® network in Canada and the Cirrus® network worldwide.

#### Flash Technology on LibroCards

Making a purchase at a point-of-sale terminal with flash technology is one of the safest ways to make a purchase. For every transaction, the card must be held four centimeters away from the terminal which makes stealing your card information quite difficult. When making a FLASH transaction there is no information changing hands that would be useful to criminals. Even if there was, the \$200 limit is of minimal interest to crooks. The fewer transactions we process with a PIN, the less chance we have of being affected by fraud or skimming.

#### Security Features for Libro ATMs

Libro is committed to protecting you from debit card fraud. Card readers have been installed on our ATMs. These card readers, called Fraud Device Inhibitors (FDI), deter fraudsters from planting skimming devices on our ATMs and capturing card information. The FDI's do not affect the way you use the ATM but heighten security and privacy protection.

#### Digital Banking Security Features

Libro has several features that protect your personal financial information in various ways.

##### 2 Step Verification

This is an extra layer of security for your online banking profile designed to ensure that you're the only person who can access your account, even if someone else happened to get a hold of your password. 2 Step Verification is a method of confirming your identity by using a combination of two different steps. (1) Entering your password followed by (2) entering a one-time verification code sent to you by email or text message (SMS). With 2 Step Verification your account will have extra security.

##### Account Alerts

In online banking you have the opportunity to set up several different account alerts. These alerts will notify you when you have had activity in your account, your account balance, etc. When having these alerts activated, you are able to keep a close eye on activity in your account. This helps catch any type of unusual activity immediately and take the appropriate steps forward to handle the issue.

**If you suspect a ATM or Point-of-sale terminal has been compromised, do not use or change your PIN following use.**