



**Tennessee  
State Bank**  
“Banking at its Best”®

February 20, 2020

Dear TSB Debit Card Customer,

Subject: TSB Scam Alert

Tennessee State Bank has been informed by customers that they received calls or text messages that appear to be coming from TSB FraudWatch. The calls are coming from 865-908-2265 and the person states they are calling from Tennessee State Bank’s fraud department. This is a legitimate phone number, but the call is not coming from the bank. The people making the phone call are able to make the phone number show up as Tennessee State Bank on your caller ID. The person calling will say there has been fraud on the customer’s debit card. They will ask the customer if they received a fraud alert. If so, they will tell the customer to respond “Yes” to it. They will also ask the customer to give them the PIN for their debit card so they can order them a new card. In some cases, they are telling the customer they will receive a text from 1-888-308-4626 and they should click on the link to order a new card. There have also been reports of text messages from 805-254-6816 or 361-420-7293 asking the customer to reply Yes or No to a transaction they did not make. Then, after the customer responds to the text, the fraudster will try to call them. The actual text alerts from TSB FraudWatch come from the number 47334.

If you receive one of these phone calls or texts referencing your debit card, please do not respond. Please call Tennessee State Bank’s Card Services department at 865-429-2273 for verification. Our business hours are Monday-Thursday 8:00-5:00 and Friday 8:00-6:00. You may also call TSB FraudWatch 24 hours a day at 1-877-662-8076. They will be able to confirm if you received a legitimate fraud alert. Remember:

- The bank will never ask you to respond “Yes” to a debit card fraud alert when you did not make the transaction.
- The bank will never call and ask for your card number or your four-digit PIN.
- Never click on any links received in a text message for something you did not initiate.

Your account security is our top priority. Help us keep your account information safe!

Sincerely,

Tennessee State Bank  
Card Services  
865-429-2273