



CARD SERVICES



NOTIFICATION OF CARDHOLDER TRAVELING

Credit Union Name: _____

Cardholder Name: _____

Last 4 Digits of Account #: _____

Travel Destination: _____

Travel Start Date: _____ Travel End Date: _____

****Please verify numbers below. If approved to update, please check _____ Yes.**

Cardholder Telephone# _____ Work# _____

Cell# _____

*****Please make sure that you are verifying with the cardholder what their travel plans are prior to approving the exclusion. *****

Please choose one of the following Exclude Rt/Case options*:

 Y = Travel Exclusion and Real Time Decisioning Exclusion

This option will flag an account when the cardholder is traveling, preventing the card from being temporary blocked for suspicious activity during their travel within the timeframe specified. In the event an authorization matches a Real Time strategy, this exclusion from Real Time Decisioning will prevent a decline at the point of sale. Exclusion Start Date and Exclusion End Date are required for Action Code.

 Z = Travel Exclusion to include Real Time Decision

This option will flag an account when the cardholder is traveling, preventing the card from being temporary blocked for suspicious activity during their travel within the timeframe specified. However, Real Time Decisioning will continue to monitor for highly risky authorizations, resulting in a decline received at the point of sale. Exclusion Start Date and Exclusion End Date are required for Action Code.

 = No exclusions. Memo only.

This option will not add an exception to the Fraud Alert Management system; however, we will note the travel details on the memo screen.

***Please note that the credit union is solely responsible for any decision made to exclude a cardholder from case creation or real-time decisioning in the FIS Fraud Management System.**

Authorized Credit Union Signature: _____

Print Name and Title: _____

Date: _____