JONAH BANK OF WYOMING FIGHTING FRAUD: DETECT

Jonah Bank of Wyoming Building a Better Wyoming

Detect

Detecting abnormalities within your accounts, or access to your accounts, can help stop fraudsters in their tracks and limit any malicious activity that may be occurring. When it comes to your online bank accounts, Jonah Bank has many tools in place to help spot, prevent, and alert on suspicious behavior before the fraudster has a chance to act.

Customers can use this form to document all the configured alerts for their accounts. Documenting your alerts can help you see where there may be a gap in your detective capabilities.

When completing the table on the next page, you can use the following key:

- **Alert Category**: The alert category is the system or source of the alert.
- **Alert Type**: The alert types can be grouped into Account, Transaction, Security, Administrative, and Feature.
- Alert Settings: Alert settings are the details of how the alert is to be triggered.
- **Destination:** The destination is how the alert is to be received (SMS, Voice, eMail, or Push), you could also include who the recipient of the alert is.

Support

Should you require further assistance, please contact one of our customer service representatives:

Casper Casper Chevenne Chevenne 777 West 1st St. 3730 East 2nd St. 205 Storey Blvd. 2015 Central Ave. Casper, WY 82601 Casper, WY 82604 Cheyenne, WY 82009 Cheyenne, WY 82001 307-773-7800 307-2374555 307-266-5662 307-773-7850

Send us an email at Customer_Service@jonah.bank



Example: Detective Alerts

Alert Category	Alert Type	Alert Settings	Destination
Online Banking	Transaction Alert	Alert for Every ACH Transaction	Email Accounting Team or Business Owner
Online Banking	Account Alert	Alert when my balance is below \$1,500	SMS
Bill Pay	Security Alert	When the payee information is changed	SMS
Card Valet	Transaction Alert	Alert on All Transactions	Push Notification