



Dear Credit Union Member:

Protecting your account is a top priority for Arkansas Federal Credit Union. That's why we wanted to alert you to a potential security issue that could include your VISA check card number and/or VISA or MasterCard credit card number.

Heartland Payment Systems, the sixth-largest payment processor in the U.S. announced this Tuesday 1/20/09 that its processing systems were breached in 2008, exposing it to an undetermined number of consumers to potential fraud. Heartland is the processor for more than 250,000 business locations nationwide. Heartland is not a processor for Arkansas Federal Credit Union, but processes transactions for companies such as restaurants, gas stations and retail merchants around the country. While Heartland has declined to name any of their client base for privacy reasons, these merchants may have been patronized by you at some point and the data from your card swiped transactions may have been compromised. This incident may be the result of a widespread global cyber fraud operation, and the company is cooperating closely with the United States Secret Service and Department of Justice. For more information on this breach, you may go to the following website links:

http://voices.washingtonpost.com/securityfix/2009/01/payment_processor_breach_may_b.html
<http://www.foxnews.com/story/0,2933,481127,00.html>
http://www.usatoday.com/money/perfi/credit/2009-01-20-heartland-credit-card-security-breach_N.htm

At this point, we are working with VISA/MasterCard to investigate this matter further and will post updated information on our website if further information becomes available. VISA/MasterCard has provided us with a list of possible compromised card numbers. Please check your statements carefully in an ongoing effort to identify possible fraudulent transactions. If you notice anything suspicious, please notify us as soon as possible. You will not have to worry about paying for unauthorized charges because your card is backed by VISA and MasterCard's Zero Liability protection (1) (2). In many cases, we'll be able to replace any funds lost due to fraudulent use within five business days.

In the meantime, you can take steps to protect yourself even further by reviewing your monthly checking account statement, your credit card statement and monitoring your account online at www.afcu.org.

We apologize for any inconvenience this may cause you. Arkansas Federal Credit Union takes your account security and privacy very seriously. We have included helpful hints you can take to protect yourself from fraud. If you have any questions or concerns, please call us locally at (501)982-1000 or Toll Free at (800)456-3000.

Sincerely,
Card Services Department

- (1) Covers US issued card only. VISA's Zero Liability does not apply to ATM transactions or PIN transactions not processed by VISA and certain commercial card transactions. Cardholder must notify AFCU promptly of any unauthorized use. Contact AFCU for additional details or visit www.VISA.com/security.
- (2) As a MasterCard cardholder your card issuer will not hold you liable in the event of an unauthorized use of your U.S.-issued MasterCard card. This coverage extends to purchases made in a store, over the telephone, or online. Contact AFCU for additional details or visit <http://www.mastercard.com/us/personal/en/cardholderservices/zeroliability.html>

You can help protect yourself from fraud.

Arkansas Federal Credit Union and VISA and MasterCard are working closely together to catch any fraudulent behavior and protect your account. There are also some simple things you can do. And remember, your check card and credit card is backed by VISA's/MasterCard's Zero Liability policy so even if your card or its number is ever lost or stolen, you will not be responsible for unauthorized charges.

Protect your Personal Identification Number (PIN):

- Never write down your PIN. Memorize it as soon as you get it.
- Do not use your birth date, Social Security number and any numbers that could be obtained using common dates or numbers included on other documents/cards in your purse or wallet.
- Do not disclose your PIN to anyone even family members. No one from any financial institution, the police or a merchant should ever ask for your PIN.
- Beware of phishing emails. These are emails that appear to be from your bank or online merchant asking for account information. Do not reply to them or click on any links. AFCU, VISA, MasterCard and any other legitimate online merchant will never ask for your PIN or other personal financial information.

Spot suspicious activity and protect your account:

- Review your monthly checking account statement to spot any unauthorized purchases. You can also monitor your account activity online at any time at www.afcu.org.
- If internet is not available to you, please use our Touch-Tone-Teller (800) 982-2328 to balance your checkbook or credit card purchases to review any new transactions that have been posted to your account(s).
- Review your credit reports for accuracy. Call any one of the three credit reporting agencies to receive your free annual credit report.
- If you spot any unauthorized charges, please contact us immediately at 1-800-456-3000.
- You should also contact the three credit reporting agencies listed below to notify them of suspicious fraud or identity theft.

Equifax
800-525-6285
www.equifax.com

Experian
888-397-3742
www.experian.com

TransUnion
800-680-7289
www.transunion.com