

Fraud Watch Plus

One little
code...



We have people who spend their whole day and night looking out for you!

Communication Process:

- Start with your internal contact point.
- Use Elan Customer Service when your internal contact point cannot answer your question. Elan Customer Service is available 24 hours a day, 7 days per week.
- Use the Secondary E-mail, or Postal Mail only when your question does not need immediate assistance.



Important Terms to Include:

Please include the following information in all e-mail and postal correspondence.

- Date
- Financial Institution Name, FIID
- Contact Name, Phone, e-mail, FAX
- Problem or Trend Description: If you are describing a fraud trend, please give trend attributes, FraudWatch of detection expectations, and the last 8 digits of the card number
- For other questions, include the cardholder name, transaction dates and occasions, and other useful information



FraudWatch PLUS
Travel notification:

E-mail to: FWP.Travel@elanfs.com

Include the following information:

- FIID Number, FIID Name, FIID Contract
- The last 8 digits of the card number (never send the entire card number)
- The first and last name of the cardholder
- Dates and destinations of travel
- Fraud Prevention Services:

To respond to a call:

1-866-842-5208

Outside USA, collect:

1-701-461-2551

Fraud is serious business and can hit anytime. That is why we are working to detect and prevent fraud from happening to you.