

# Credit Union Protection Online Tools Plastic Card Customer Care Center

# Plastic Card Customer Care Center

Will help you with your plastic card related loss prevention, fraud notification & claim filing needs.

Quick, convenient method of notifying CUNA Mutual of a potential claim.

Plastic Card Customer Care Center - CUNA Mutual Group - Microsoft Internet Explorer

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Address [https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/\(ei5g0meoktlyam55ynnu3q55\)/frmPCHome.aspx](https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/(ei5g0meoktlyam55ynnu3q55)/frmPCHome.aspx)

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## Plastic Card Customer Care Center

### Welcome to the Plastic Card Customer Care Center Home Page

The Plastic Card Customer Care Center will help you with your plastic card-related loss prevention, fraud notification and claim filing needs. Please use the Plastic Card links to navigate throughout the Plastic Card Customer Care Center. To learn more about a specific topic, click on the [?](#)

The Plastic Card Customer Care Center provides the following features:

- [Plastic Card Loss Prevention: ?](#)  
Learn about protecting your credit union from loss.
- [Credit Union Card Compromise Notifications: ?](#)  
Submit a notification when you first become aware of a common point of compromise that increases the risk of loss to multiple "card numbers" or "unissued plastic card numbers".
- [Notice/Proof of Loss Submissions: ?](#)
  - Submit initial 'Notice of Loss' notifications as soon as you are aware of a loss
  - Submit 'Cardholder Proof of Loss'
- [Plastic Card Reports: ?](#)  
You are now able to view reports online regarding your credit union's plastic card claim submissions. The following reports are available:
  - Claim Summary Report
  - Standard Cardholder Loss Detail Report
  - Customizable Cardholder Loss Detail Report
  - Payment Report
  - Fraud Type Report

# Plastic Card Customer Care Center

Loss Prevention Library -- Plastic Card - CUNA Mutual Group - Microsoft Internet Explorer

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Address <https://www.cunamutual.com/cmgs/secure/protresource/ssl/protectionNews/0,1248,9067,00.html>


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## Loss Prevention Library -- Plastic Card

**Protection Resources**

- Resource Center Home
- RISK Alerts
- Report a RISK Alert
- Loss Prevention Lib.
- Plastic Card Library
  - Protection Tool Kit
  - Protection Solutions
  - Visa/Mstr Card Program



Criminals find plastic cards just as convenient and flexible as your members. But that shouldn't mean loss for your credit union. Unfortunately, criminals can use a variety of methods to obtain plastic card information that can lead to fraudulent use.

The Protection Resource Center provides you with risk prevention information you need to help protect against plastic card fraud.

**Protection Tool Kit** -- Valuable resources to help protect your credit union, includes checklists, card processor information, and more.

**Protection Solutions** -- Review loss scenarios and understand the coverages available to ensure you have the appropriate coverages, limits and deductibles in place.

**Visa/MasterCard Security Programs** -- Understand how online purchases are secured with Verified by Visa and MasterCard SecureCode. These programs protect an existing card with a personal password.

**Need Assistance?** Contact the Credit Union Protection Response Center at 1-800-637-2672 or [email us](#).

### Related Resources

- [Never Received Issue \(NRI\)](#) (120 KB/ 1 page) (6/05)
- [Account Takeover](#) (122 KB/ 1 page) (6/05)
- [Convenience Checks](#) (125 KB/ 1 page) (6/05)
- [Counterfeit Key Entered](#) (119 KB) (6/05)
- [Stopping Skimmers](#) (60 KB/ 1 page) (12/04)
- [Should You Offer Prepaid Gift Cards?](#) (55 KB/ 1 page) (8/04)

The Protection Resource Center provides you with risk prevention information you need to help protect against plastic card fraud.

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Address: [https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/\(ei5g0meoktiyam55ynnu3q55\)/frmCardCompromiseList.aspx](https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/(ei5g0meoktiyam55ynnu3q55)/frmCardCompromiseList.aspx)

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## Plastic Card Customer Care Center

### Credit Union Compromise Notification

Please complete a Credit Union Compromise Notification for all VISA and MasterCard Alerts. We will use this information to help you manage the fraud exposure you are currently experiencing and help you prevent future fraud loss.

The grid below displays the Credit Union Compromise Notifications you have submitted during the last three years.

0 - 0 of 0 Add New Notification Records per page: 10

<u>CU Discovery Date</u>	<u>Alert Case Number</u>	<u>Merchant/Vendor Name</u>	<u>Estimated # of Cards Impacted</u>	<u>Estimated Dollars of Potential Loss</u>	<u>Potential Fraud Type</u>	<u>Point of Compromise</u>
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0 - 0 of 0

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Complete a  
Compromise  
Notification for all  
VISA &  
MasterCard  
Alerts. We will  
use this  
information to  
help you manage  
your fraud  
exposure.

# Plastic Card Customer Care Center

Complete a Notice of Loss as soon as you learn about a potential loss. After investigation you should continue the claim filing process (if necessary) by submitting a Proof of Loss.

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Address [https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/\(ei5g0meoktlyam55ynnu3q55\)/frmAddNewNotice.aspx](https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/(ei5g0meoktlyam55ynnu3q55)/frmAddNewNotice.aspx)

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## Plastic Card Customer Care Center

### Add New Notice

(\* Indicates response is required)

Plastic Card Home  
Loss Prevention  
CU Card Compromise  
Notice/Proof of Loss  
Plastic Card Reports  
Help

Credit Union Contact:

Cardholder First Name:  \*

Cardholder Last Name:  \*

Last 4 Digits of Card:  \*

CU Discovery Date(MM/DD/YYYY):  \*

Was this loss related to identity theft of an individual?  Yes  No \*

Card Program:  \*

Estimated Loss Amount:

Fraud Type:  \*

Is there a compromise alert case number?  Yes  No \*

Alert Case # (If Yes above):

Transaction Type:

# Plastic Card Customer Care Center

Several reports regarding your Plastic Card notice and claim submission are available.

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Address [https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/\(ei5g0meoktlyam55ynnu3q55\)/frmPCRReports.aspx](https://servicesdemo.cunamutual.com/secured/ec/PlasticCard/(ei5g0meoktlyam55ynnu3q55)/frmPCRReports.aspx)

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**Plastic Card Customer Care Center**

**Plastic Card Reports**

Several reports regarding your Plastic Card notice and claim submissions are available for on-line viewing. You can click on the ? next to the report name below to see a description of the report and view a sample report. To create a report for your credit union, please select the name of the report you would like to see.

[Claim Summary Report ?](#)

[Standard Cardholder Loss Detail Report ?](#)

[Customizable Cardholder Loss Detail Report ?](#)

[Fraud Type Report ?](#)

[Payment Report ?](#)

Adobe® Acrobat® Reader is required to view these files

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