



If/when First National Bank has been notified that your card could be potentially compromised due to a security breach at a major retailer. You should receive a new card in seven to ten days business days. This card may be used with your current pin. Upon receipt of your new card, please activate the card and destroy your existing Debit Card.

In an effort to provide you with more information about this matter, please refer to the following questions and answers:

Q: Can I still use my First National Bank Debit Card?

Yes. Customers affected will receive a new card number and expiration date before their current card is blocked. Upon receipt of the new card, destroy your existing card immediately.

Q: Is there anything I should be doing?

As always, review transactions on your account to ensure they are yours. If you find any transactions that you did not make, contact us immediately by visiting any of our locations or by calling us at (931) 363-2585 or toll free at (866) 363-2585.

Q: Am I responsible for any fraud that occurs on my debit card because of this security breach?

No. However, it is your responsibility to review your statement and notify us immediately of charges that are not yours and you will not be responsible for unauthorized charges.

Please be assured that First National Bank takes such events seriously and will continue to maintain robust security procedures and make every reasonable effort to protect our customers against fraud and other criminal activity.

If you have any questions, please feel free to contact our Operations Department at 931-363-2585 or toll free 866-363-2585.