CNB Debit Card Fraud Monitoring & Alerts

Citizens National Bank is utilizing a Debit Card Fraud Monitoring & Alert system to further protect our customers from debit card fraud. This system will guard your card 24 hours a day, 365 days a year for suspicious activity. If potential fraud is detected the customer will be contacted via phone call. Automated phone calls will be made between 9 a.m. to 9 p.m. CST to verify the transactions. Transactions may be temporarily blocked until verification is completed.

It is extremely important that you take the time to update your phone number with CNB so we have current information which will enable us to reach you as quickly as possible in the case of a fraud alert.

The greeting for these calls will state "This is the Card Service Center for Citizens National Bank" and request verification of transactions. If a message is left a case number will be provided along with their phone number. Upon returning the call to the number provided, the greeting will state "Thank you for calling your Card Service Center." You will need to enter the case number and the last 4 digits of the Social Security Number. The automated system will then go through a transaction validation process listing the merchant, amount, time, date, city, and state so that each item may be verified. CNB will not request any other information.

Citizens National Bank will not request your personal information or account information by email or through its website at any time. Please do not give out any personal information through the Internet or email to any party that you do not believe to be legitimate.

CITIZENS National BANK