

Member Alert

Heartland Payment Systems Data Breach FAQs

General Information

Heartland Payment Systems, who provides debit and credit card processing services for approximately 250,000 businesses nationwide, announced its processing system was breached. Information compromised includes cardholder names, card numbers, and expiration dates on both debit and credit cards.

No files or internal systems at Robins Federal Credit Union were compromised. Robins Federal has no direct business affiliation with Heartland Payment Systems, rather they process credit card and debit transactions for merchants that you may do business with.

Were Robins Federal Credit Union members affected by this incident?

Yes. Robins Federal has received information indicating that some member cards were involved. Robins Federal is contacting any member by email or mail that may have been affected.

How does the breach affect my account at Robins Federal?

Robins Federal has been closely monitoring the accounts affected. Just as a general safety precaution, it is good to always monitor the activity on your accounts, ongoing. Members may request that a new debit and/or credit card be issued. Please be assured that we take the security of your account very seriously. We have a fraud monitoring system – Falcon Fraud Prevention Services that reviews account activity and notifies us of any suspect transactions.

If my debit or credit card number is used in a fraudulent manner related to this breach, am I held responsible?

In the rare event that fraud occurs, as a VISA® cardholder you are not liable for any fraudulent transactions. Contact us immediately if you suspect fraud.