



Date: 03/14/2019

Status: Initial Notification

Subject: EnFact Notifications Premium
Texting Update

Action Required: Need to know, some action
may be required

Topic: Debit Operations

Fiserv's Premium Texting service is a convenient way to engage your cardholders in resolving open EnFact cases. Unlike our standard texting program, cardholders in the Premium Texting service are not liable for texting charges, and so are not required to accept enrollment from their device to begin receiving fraud alerts.

As of April 14, 2019, Premium Texting clients will no longer need to populate and maintain the special Text Address field in Card Management. Depending on your platform, our system will search through all phone numbers in the Card Management – Cardholder Record, in the following order, and use the first valid and text-capable number:

	Enhanced EPOC	Legacy EPOC
First choice:	Text Address	Text address
If blank, invalid or not text-capable then:	Cell Phone	Home 1
If blank, invalid or not text-capable then:	Home Phone	Home 2
If blank, invalid or not text-capable then:	Work Phone	Work 1
If blank, invalid or not text-capable then:		Work 2

Only numbers that have the “Use for EnFact” checkbox selected will be used for contacting the cardholder.

If you have questions about the Premium Texting service, please [click here](#) to see FAQ or contact LSC Card Services.