



July 15, 2010

SCAM ALERT: Fraudulent Calls, Emails and Texts About Debit Card and Credit Card:

North Valley Bank warns customers to not respond to fraudulent calls, texts and emails regarding their accounts. A number of our customers have received phone calls, phone messages, emails or even text messages from someone claiming to be with another Financial Institution. This person has claimed that the customer's debit card or credit card has been deactivated and instructs them to reactivate their card.

These calls, emails and texts are not coming from North Valley Bank and our security has in no way been breached. If you receive such a call or message, do not respond and/or call the number provided. North Valley Bank will never request a card number, PIN, expiration date, or 3-digit number via phone, email or text.

If you responded to a call or text with information about your cards or account, contact North Valley Bank immediately at 1-866-869-6673 (MORE).