

FREQUENTLY ASKED QUESTIONS

What is Falcon fraud monitoring?

Falcon is a service we utilize to monitor signature-based credit card transactions for fraudulent activity.

Do I have to enroll with Falcon to have my cards monitored for unauthorized or fraudulent activity?

No. Falcon monitors all Envista cards for fraud. No enrollment is required.

Is there a cost for the Falcon monitoring service?

There is no cost for this service and all Envista cardholders are covered by this service.

What types of transactions are considered suspicious or fraudulent?

Falcon monitors and analyzes transactions and assigns a rating to the transaction. Based on your normal spending patterns, if a questionable transaction is detected on your Envista debit or credit card, Falcon will contact you to verify the transaction. In some cases, the transaction may be declined at the point of purchase if the fraud rating is high.

How will I be notified if a transaction is considered suspicious or fraudulent?

If fraudulent activity is detected, Falcon will attempt to contact you via text or email. Should you not have a mobile number or email on file, Falcon will call the primary number on file. Texts and emails sent by Falcon will not contain a link. Messages will only ask you to reply yes or no. Upon replying 'no' Falcon will not call you, rather they instruct you to call Envista directly.

Will I still need to monitor my account on my own?

Yes, although Falcon does detect a great deal of fraud, it cannot detect all fraud. Monitoring your accounts daily is the best way to protect all of your accounts from fraud.