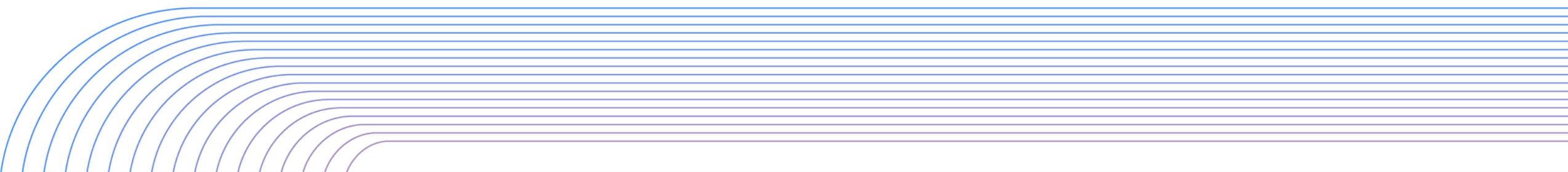




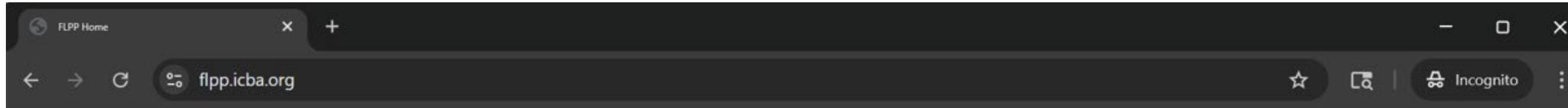
Job Aid New FLPP Portal

First Time Login Process



FLPP Portal

New URL: <https://flpp.icba.org/>



[Sign in](#)

Fraud Loss Protection Plan (FLPP) Portal

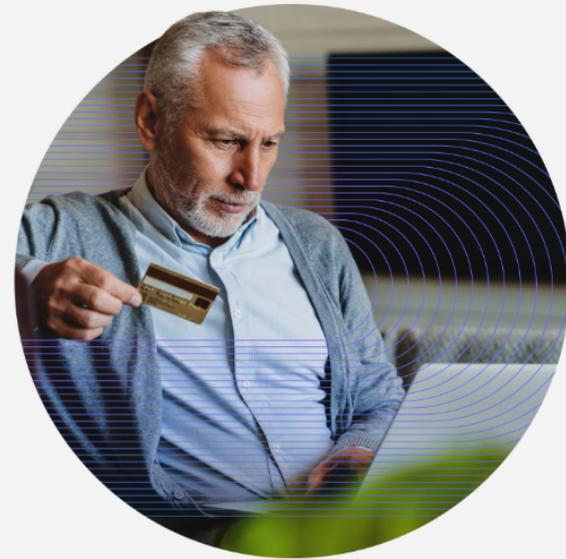
Welcome to the ICBA Payments FLPP portal, a secure resource to submit reimbursement requests under the Fraud Loss Protection Plan (FLPP). This site is available to authorized users and FLPP clients only and requires a user login.

If you require assistance with login, please see our [login job aid](#).

FLPP is designed specifically for community banks to help them recuperate losses stemming from credit and debit card fraud. All participants must be an ICBA member bank in good standing. This exclusive coverage allows our participating community banks to submit reimbursement requests on losses stemming from:

- Lost cards
- Cards not received in the mail (NRI)
- Account takeover (including identity theft, phishing, pharming, and vishing)
- Friendly fraud
- Stolen cards counterfeit (including skimmed counterfeit)
- Card not present fraud
- Virtual card fraud

If your bank is not a participant of ICBA Payments Fraud Loss Protection Plan (FLPP) and would like to learn more, go to icba.org/flpp or contact our team at 800-242-4770 or flpp@icba.org.



Sign in with an external account

[FLPP Login](#) [ICBA Staff-Only](#)

For bankers who have previously used the legacy portal, enter your email address, click Next, and follow the instructions outlined in the remainder of this job aid.

FRAUD LOSS PROTECTION PLAN PORTAL

Sign in

Sign in to access Fraud Loss Protection Plan Portal

Email address

No account? Create one

Next

For bankers who never used the legacy portal or current portal, click on “No account? Create one” and follow the prompts provided from that point.

FRAUD LOSS PROTECTION PLAN PORTAL

Sign in

Sign in to access Fraud Loss Protection Plan Portal

sean.bordner@gmail.com

[No account? Create one](#)

Next

When logging into the new portal for the first time, users must reset their passwords. Click “Forgot password?” to proceed.

FRAUD LOSS PROTECTION PLAN PORTAL

← sean.bordner@gmail.com

Enter password

Password

[Forgot password?](#)

Sign in

FRAUD LOSS PROTECTION PLAN PORTAL

← sean.bordner@gmail.com

Enter code

Enter the code we just sent to
sean.bordner@gmail.com to reset your password.

Enter code

Didn't receive it? Please wait for a few minutes and [try again](#).

Next

You will receive an email from **Fraud Loss Protection Plan Portal** with the subject line shown below.

  **Fraud Loss Protecti.**

Your Fraud Loss Protection Plan Portal account verification code - Fraud Loss Protection Plan Portal Account verification code

Your Fraud Loss Protection Plan Portal account verification code Inbox x



Fraud Loss Protection Plan Portal (via Microsoft) <account-security-noreply@accountprotection.microsoft.com>
to me ▾

Fraud Loss Protection Plan Portal

Account verification code

To access Fraud Loss Protection Plan Portal's apps and resources, please use the code below for account verification. The code will only work for 30 minutes.

Account verification code:

11813955

If you didn't request a code, you can ignore this email.

[Privacy Statement](#)

Microsoft Corporation, One Microsoft Way, Redmond, WA 98052

↩ Reply ➡ Forward 😊

FRAUD LOSS PROTECTION PLAN PORTAL

← sean.bordner@gmail.com

Enter code

Enter the code we just sent to
sean.bordner@gmail.com to reset your password.

11813955

Didn't receive it? Please wait for a few minutes and [try again](#).

Next

FRAUD LOSS PROTECTION PLAN PORTAL

sean.bordner@gmail.com

Update your password

Use 8 characters or more. Your password is case-sensitive.

New password

Confirm password

[Reset password](#)

FRAUD LOSS PROTECTION PLAN PORTAL

sean.bordner@gmail.com

Update your password

Use 8 characters or more. Your password is case-sensitive.

.....

.....

[Reset password](#)

FRAUD LOSS PROTECTION PLAN PORTAL

sean.bordner@gmail.com

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes

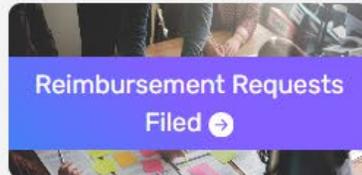
Reimbursement Request

Welcome Marlene,

You have accessed your bank's FLPP portal. This portal is designed to help you:

- File a new reimbursement request
- View existing requests
- Edit and update previously submitted reimbursement requests
- Run reports on reimbursement requests you have filed

If you need further instruction on how to file a new reimbursement request, view the tutorial video "How to File a New Reimbursement Request" in the **Resources Center**.



NOTE: Upon submitting a Reimbursement Request you must be able to provide final dispute documentation from your processor.

Questions?

Contact the ICBA Payments Risk Department:

800-242-4770

FLPP@icba.org

