

Debit Card Safety

Our focus is on providing you with a positive personal finance experience. That also extends to protecting you and your accounts from fraudsters or scammers.

Before traveling, we recommend you:

- Call the credit union at 979-846-7456 and inform us of the dates and locations you will be traveling with your debit card. Members can also complete the online Travel Notification Form and email it to us. It can be found here:
<https://www.fedstarcu.com/pdf/TravelNotificationForm.pdf>
- Carry more than one form of payment (debit card, cash, FedStar VISA credit card, FedStar VISA Travel Card) For more information on our cards, go to:
https://www.fedstarcu.com/cards_security.html
- Call our Lost or Stolen Card Services at 1-800-405-7068 immediately if your card is missing.

It is also a good practice to confirm what phone numbers the credit union has on its records as we will call you in case our system flags one of your transactions as potentially fraudulent. PLEASE NOTE: When our fraud department calls you, they will only verify your transactions. They already have your information and would not need to ask you for your card number, PIN or other personal information.

NEVER GIVE OUT YOUR CARD NUMBER OR PERSONAL INFORMATION TO UNKNOWN CALLERS.

We are grateful that you trust us with your personal banking needs, and please be assured that we appreciate your understanding and realize the frustration that this may cause. Unfortunately, these practices have become necessary to prevent and limit the fraud that is occurring that is largely due to widespread data breaches and scams.

Should you have any questions, please call our member service representatives at **979-846-7456**.

