

Share Draft Focus

Huntington Beach City Employees Credit Union www.hbcecu.com x (714) 536-6517
2000 Main Street, Room B-272 x P.O. Box 910 x Huntington Beach, CA 92648

May 2014

MEMBER'S BEWARE: SUSPICIOUS PHONE CALLS REGARDING DEBIT/ CREDIT CARD ACCOUNTS

Please note that when the Credit Union staff and/or our Fraud Department calls you regarding suspicious activity on either your Debit or Credit Card account, we will **NEVER** ask you to verify your card number, expiration date or security code for any of your cards issued by the Credit Union. We already have that information. We will, however, ask you to verify specific transactions that have been deemed suspicious, which has resulted in an alert on your account.

DO NOT provide your debit/credit card account numbers to anyone who calls claiming to be from the Credit Union or our Fraud Processor, as they are not who they are claiming to be. If you are not sure about who is calling, tell them that you need to call them back, then call the Credit Union to verify the information you just received over the phone.

Safeguarding your card number information is the best way to prevent your account from being compromised, having your current card number closed and having to wait for a new card to be issued.

Again, if you have any questions or concerns, please call the office.

DID YOU KNOW...

WE OFFER OVERDRAFT PROTECTION FOR OUR CHECKING ACCOUNTS?!?!

INTERESTED? CALL OUR LOAN DEPARTMENT FOR DETAILS!

ACTIVATING YOUR ATM/DEBIT CARD JUST GOT EASIER

Now when you received a new, renewal or replacement ATM/Debit Card you will be able to call one phone number to activate and retrieve and /or reset your PIN number.

That phone number is (800) 567-3451.

Keep in mind that you will no longer receive your pin number in the mail separate from your ATM/Debit card. Therefore, once your card is activated and you have retrieved your PIN you will have immediate ability to transact on your account.

DID YOU KNOW THAT THE CREDIT UNION OFFERS A HOME EQUITY LINE OF CREDIT MORTGAGE LOAN? CALL FOR DETAILS!

CREDIT UNION CLOSURE DATES

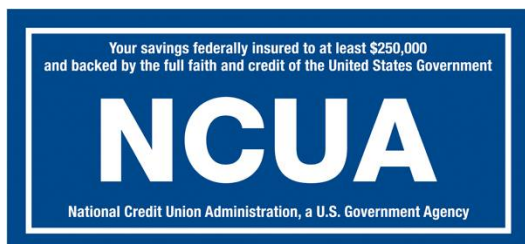
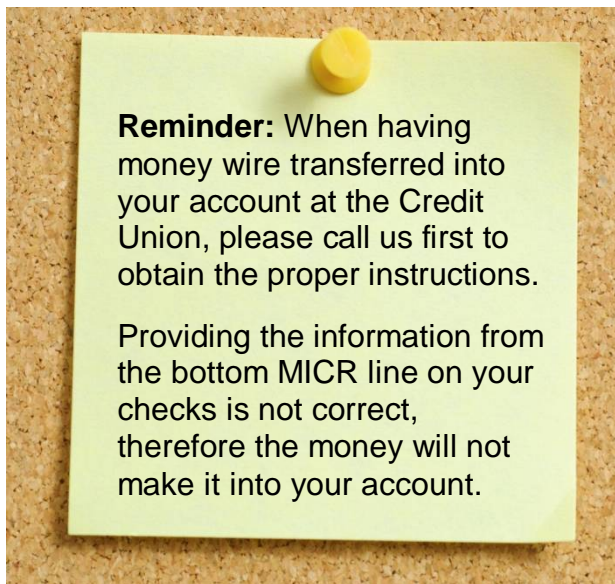
May 26, 2014 - Memorial Day

Please check our website or call the office for additional information regarding business hours and any additional closure dates.

TAKE YOUR CREDIT UNION WHEREVER YOU GO... EVEN OUT OF THE COUNTRY.

Traveling out of the country on vacation? Your HBCECU Debit/ ATM and VISA Credit Card are not just limited to the United States, they are accepted worldwide!

To ensure approval of your transactions and additional fraud protection, just let us know your planned travel dates and destinations before leaving the country. Contact us at (714) 536-6517 or stop by the office.



MOVING? LET US KNOW WHERE YOU ARE GOING?

Remember to contact the Credit Union whenever you change your address. Simply notifying the Post Office without letting the Credit Union know is not enough. This change affects your Debit and Visa cards transactions, IRA Accounts, and re-ordering of checks for your checking account, just to name a few accounts your address change will impact.

The Post Office returns all correspondence including your statements back to the Credit Union with the change of address notification. By notifying the Credit Union directly, when your address changes, prevents Credit Union from paying double postage on statements, and other correspondence; as well as avoiding any delays in receiving them.

Contact Us

Hours

Monday, Wednesday, Thursday

8:00 a.m. – 5:30 p.m.

Tuesday

10:00 a.m. – 5:30 p.m.

Friday

8:00 a.m. – 5:00 p.m.

Phone Numbers

Office (714) 536-6517

Fax (714) 969-0817

Private Line (877) 768-5409

Important "800" Numbers

ATM Activation (800) 567-3451

Visa Inquiry (800) 808-7230
(Automated account information)

Lost/Stolen Visa Card

7:00a.m. - 9:00p.m. (800) 808-7230

9:00p.m. - 7:00a.m. (800) 991-4964

Lost / Stolen ATM Card

(800) 554-8969