



Lost or Stolen VISA® Debit Card?

If you believe that your debit card was lost or stolen, please let us know as soon as possible. During normal business hours (M-F 8:30 a.m. – 4:30 p.m.) you can call us at 979.846.7456 or toll free at 1.800.690.7780. Please contact us so that we can take the necessary steps to protect you.

After hours, please contact Debit Card Services at: 800.405.7068

Once you have notified the credit union that your card was lost or stolen, you can obtain an Immediate Issue Debit Card at the Credit Union

Debit Card Activation: 800.466.0040

To Change your Personal Identification Number (PIN): 800.503.9249*

*Note: to change your PIN, you must have the reference number that was mailed with your debit card.

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24/7 Customer Service: 800.442.4757

Emergency Assistance: 800.VISA.911 (800.847.2911)

International Assistance: call collect + 1.410.581.9994

Online: www.EZCardinfo.com (this website allows you to securely view recent transaction history, current and past statements, and payment history, and if you have enrolled in reward points you can see your accumulated point information).