



### Visa® Debit Card

Lost or Stolen ..... 505-889-7755 or 800-347-2838

After-hours ..... 909-941-1398

### ATM Card

Lost or Stolen ..... 505-889-7755 or 800-347-2838

After-hours, or outside the U.S. .... 909-941-1398

### Credit Cards

Lost or Stolen Visa ..... 505-889-7755 or 800-347-2838

After-hours, outside the U.S., call Visa ..... 515-457-5547

Lost or Stolen Mastercard® ..... 800-627-8372

Outside the U.S., call Mastercard ..... 636-722-7111

### Debit Card Lock

Lock and unlock your debit or ATM card online or with the app, minimizing the chances of unauthorized transactions.

### Mobile and Text Banking Instructions

Put the power of information at your fingertips. You can manage your accounts securely anytime, anywhere with Text Banking or Mobile Banking apps.

- View accounts
- Deposit checks
- Transfer money
- Locate a branch or ATM
- Pay bills
- Contact us

### Text Banking

1. Enroll in Text Message Banking within Mobile or Internet Banking by selecting **My Profile**, then **Text Enrollment**.

2. Click the **On** button, enter your mobile phone number, and accept Terms and Conditions. From there, you can set your preferences.

3. Text command options to 226563:

- BAL (primary account balance)
- TRANS (transfer funds between accounts)
- LAST (last five transactions on primary account)
- STOP (deactivate text service)
- LIST (receive a list of commands)
- HELP (send info on how to use Text Banking)

Account information is in real time.



Member Number (use for Telephone Banking, Call Center, and Branch Transactions)

**307083665**

ABA/Routing Transit Number

EFT/Electronic Funds Transfer Number (use for direct deposits, automatic payments, and check orders)

**IMPORTANT:** Protect the information you write on this reference card.

Insured by NCUA | Equal Opportunity Lender | 

**M245 06/21**

**Telephone Banking Service**

1. To access this service: Dial 505-888-8920 (800-356-3178 outside the Albuquerque area). Press 2 for speech recognition or keypad options.
2. For menu options in Spanish, press 2. To speak to a representative in Spanish, press 7.
3. You will be prompted to enter your member number and your Personal Identification Number (PIN). If you do not know either of these numbers, call us at 505-889-7755 (800-347-2838 outside the Albuquerque area).

**Telephone Keypad**

Press one of the following keys and follow the prompts:

- To access your accounts - Press **1**
- To speak with us (during business hours) - Press **0**
- To repeat this menu - Press **8**

**Speech Recognition**

Choose from these options. Say your option and follow the prompts:

1. My accounts
2. Member service (during business hours)

**Speech Recognition Tips**

- You may experience some difficulty if you are using Speech Recognition in a noisy environment or on a speaker phone. In these cases, we recommend that you use the keypad.
- If you want to stop and go back to a previous menu, just say **Main Menu** or press **9**.
- At any time, you can say **Representative** for further clarification within Speech Recognition or press **0** for a representative during regular business hours.
- At any time, you can hang up or say goodbye.

**Quick-Reference Voice Commands**

- |                           |                  |
|---------------------------|------------------|
| • Checking information    | • Transfer funds |
| • Savings information     | • Main menu      |
| • Certificate information | • Change PIN     |
| • Loan information        | • Go back        |