

Tutorial

Tuesdays

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Federal Credit Union

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## The importance of updating contact information

When you move, acquire a new phone number or email, it comes with the necessity of informing people, businesses and organizations with your new contact information. On the top of your list should be your financial institution(s). Here's why:

### **For Your Security**

Fraud occurs daily, and at Nymeo, we keep a close tab on your accounts. If there is potential or suspected fraud, such as transactions from your debit card that take place outside of your normal spending habits, the typical procedure is to follow up with you via phone to determine if fraud has indeed occurred. By not having updated contact information on file, we won't be able to get in touch with you. There is also the chance that your card may get blocked. Also, not realizing that fraud has occurred, you will be unaware of potential identity theft.

### **Important Credit Union Notifications**

In an emergency, system disruptions or branch closures, we inform members through various ways. While we try to perform these tasks during days and times that would cause the least inconvenience and share information via website and social media, sometimes we need to personally reach you through email or a phone call. If your information isn't updated, you may never receive the notice.

### **Special Member Benefits**

We will occasionally run promotions exclusive to our membership. Specials include sweepstakes, prizes and other fun opportunities. Without updated contact information, you may miss out! In the past, we've given away gift cards, trips, tickets, gift baskets, scholarships, cash and offered specials on loans.

### **Avoid a Bad Address Fee\***

Nobody likes fees. We don't either! The United States Postal Service will inform us that your mail was undeliverable. Unfortunately, if your account is flagged to contain a bad address, we will need to assess a \$10 fee on the last business day of each month, until your mailing address is updated.

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## How do I update my contact information?

Updating your contact information is easy and takes a few minutes.

Can you add these icons and links from the Bad Address campaign?



**Log into Online  
or Mobile  
Banking and  
choose Settings  
and then Contact**



**Complete this  
Change of  
Address Form**



**Visit a branch  
location.  
Appointments  
are  
recommended.**

\*Nymeo will charge a \$10 Bad Address fee to any account that has a Nymeo address mailing returned to the credit union because of an incorrect address. An account is flagged when a mailing is returned and members have 30 days to update the address before the fee will be imposed. Once the member submits a proper change of address, the account will no longer be charged the incorrect address fee. If the monthly incorrect address fee charged takes the account to a zero balance, the account will be closed.

For a preview of upcoming topics or to review previous Tutorial Tuesday topics visit <https://www.nymeo.org/tutorial-tuesdays>

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