

Tutorial

Tuesdays

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How to set up a travel notification with Nymeo

Vacation season is upon us, and more than ever, people are itching to go somewhere! If you are planning a much-needed vacation, there are preparations you should put in place after booking a flight, setting up an itinerary, and packing up bathing suits. This simple act can help you avoid headaches while on vacation: Letting your financial institution know about your travel plans.

If I am traveling, do I need to let Nymeo know?

If you are traveling outside of the United States, you will need to notify Nymeo of your travel dates and destinations. This is critically important if you plan to use your Nymeo Visa Debit Card or Nymeo Visa Credit Card because your card(s) may be blocked when you try to use it. Without knowing this information, it appears to our system that potential fraud is taking place.

How to notify Nymeo

You can notify us by submitting a travel notification in online banking. It's convenient, secure, and easy. Please be sure to give us 24-hour notice before you travel (excluding weekends).

1. Log into online banking on a desktop or through our mobile app.
2. Go to the message center. (You may get there by using the drop-down arrow located next to your name or by selecting the more button and then messages.)
3. Select Compose New Message.
4. Choose Travel Notification as the subject.
5. Then fill in the dates you are traveling as well as the location, and send the message.

If you need immediate assistance or are unable to submit a travel notification through Online Banking or our Mobile App, please contact us at 855-436-4100.



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