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Why should I keep my contact information up to date with the Credit Union?

There is a multitude of reasons to ensure that your contact information needs to stay updated with the Credit Union:

- 1.) **Transaction updates** include having credit/debit cards mailed to the current address we have on file. If you do not have an updated address your new cards will be delivered to the wrong address. This can also include mailed statements.
- 2.) **Timely notifications** if an employee needs to get a hold of you about anything ranging from delinquent loans or a problem with your deposit we need to have updated phone numbers to ensure we are getting in contact with members in a prompt manner to avoid any further problems.
- 3.) **Member Services/Loans can offer better services** when they help when resetting online banking passwords, getting any Credit Union news that is circulating, loan application updates, and more personalized services.
- 4.) **Account security** is huge for any financial institutions, including your Credit Union. Keeping your information up to date the Credit Union is able to recognize any unfamiliar patterns or breaches and contact the members promptly.
- 5.) Credit Unions are required to follow certain rules and regulations and there are **regulatory and legal requirements** put upon them to make sure everything is updated so we may get documents out in the correct time frame. Some of those documents include tax forms, loan documents, or legal notices.

Ways to update your contact information:

- 1.) You can come into one of the local branches and ask to update your information. An employee will get you a form to fill out and it will later be updated by the Member Services
- 2.) Online banking: you can log into your online banking account and update your profile settings to include any new information!