



Important Information Regarding Using Your Visa or Debit Card While Traveling

Before leaving town:

- Notify us in advance of your travel dates and countries.
- Make sure your card doesn't expire before your return date.
- Verify your daily ATM limits.
- Make sure you know your PIN.
- Verify your contact information with us. Make sure we have your cell phone listed as your primary phone number, so we can reach you if needed while traveling.
- Take at least one other credit card and debit card with you in case one is lost, damaged, denied, or blocked while traveling. **We are never able to guarantee that a card will work consistently while traveling.**

While traveling:

- Use your PIN if possible when using your debit card.
- Don't keep all cards together while traveling in case you lose your wallet.
- Do not use any ATMs that appear to be "tampered" with. Try to use ATMs at banks during banking hours. If there is a problem getting cash, someone in the bank can probably help.
- If you receive a call or text from our fraud services department, verify transactions with them as soon as possible.
- Verify your transactions frequently using online banking at www.pnwfcu.org or with our mobile app.
- Call us immediately at 1-800-444-5858 if your card needs to be blocked (1-800-472-3272 after hours), or if you have any card issues.
- Our Contact Center is available 8am-8pm M-F, 10am-2pm Saturday:
 - Call or text 503-256-5858
 - Toll free 1-800-444-5858
 - Email eservice@pnwfcu.org
 - Chat through website www.pnwfcu.org