



UNAUTHORIZED ACCOUNT ACTIVITY Dispute or Lost/Stolen Cards

Please contact the appropriate River Valley Credit Union Departments if you have lost or had a card stolen OR suspect unauthorized activity or fraud on any of your accounts. The River Valley Representative will ask for the following information:

- **Date of transaction(s)**
- **\$ Amount**
- **Type of transaction** (i.e. ACH, cleared check, wire transaction)

Please provide your Member Number or Account Number:

Checking or Savings Accounts

Operations Support

Mon - Fri 9:00 AM - 5:00 PM

937-859-6260 ext. 2218

Debit Cards

Electronic Banking Department

Mon - Fri 9:00 AM - 5:00 PM

937-859-6260 ext. 2217

Lost or Stolen cards, Disputes or questions about debit cards

855-604-1899 (24-hour support)

Credit Cards

Credit Card Department

Mon - Fri 9:00 AM - 5:00 PM

937-859-6260 ext. 2460

Lost or Stolen Credit Cards

1-800-543-5073 (24 hours)

