



## **UNAUTHORIZED ACCOUNT ACTIVITY**

### **Lost or 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**

E-mail: [RVOpSupport@rivervalleycu.org](mailto:RVOpSupport@rivervalleycu.org)

#### **Debit Cards**

##### **Electronic Banking Department**

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

**937-859-6260 ext. 2217**

E-mail: [ElectronicBanking@rivervalleycu.org](mailto:ElectronicBanking@rivervalleycu.org)

After Hours:

##### **Lost or Stolen Debit Cards (24 hours)**

1-800-264-5578 (US)

1-412-552-2698 (international)

#### **Credit Cards**

##### **Credit Card Department**

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

**937-859-6260 ext. 2460**

E-mail: [RVcrdtcrd@rivervalleycu.org](mailto:RVcrdtcrd@rivervalleycu.org)

After Hours:

##### **Lost or Stolen Credit Cards**

1-866-604-0381 (24 hours)