

U S #1364 Federal Credit Union

Here at U S #1364 Federal Credit Union we would like to be able to provide you with the most convenient and secure way to access your account information.

If you call one of our branches for any account information or access; for security purposes; we will need to first verify your pre-set account passcode.

If you ever forget or need to update your passcode simply come into one of our branches and we would be happy to assist you.

For the highest level of security, we ask that you Do Not Use These Passcodes:

- Maiden Name
- Mother's Maiden Name
- Current or Former addresses
- Social Security Numbers
- Telephone Numbers
- Passport or Driver's License Numbers
- Account Numbers
- Dates of Birth
- Current or Past Employers
- Names of Family or Pets
- School Names

Date: _____

Member Number: _____

Member Name: _____

Member Signature: _____

Passcode: _____

PLEASE INCLUDE A SECOND PAGE WITH A COPY OF YOUR VALID DRIVER'S LICENSE TO HELP US VERIFY YOUR IDENTITY. THIS FORM CAN EITHER BE FAXED OR MAILED TO US FEDERAL CREDIT UNION.

**FAX: (219) 769-0743
ATTN: MEMBER SERVICES**

OR

**MAIL: U S #1364 FEDERAL CREDIT UNION
8400 BROADWAY
MERRILLVILLE, IN 46410
ATTN: MEMBER SERVICES**

Here at U S 1364 Federal Credit Union, protecting our member's account information is of the utmost importance. With all the recent data breaches, sensitive information is no longer as secure as it used to be. After much deliberation, we've made the decision to institute the use of personal passcodes for all phone-related transactions to help better protect members and their identities from possible fraud. These passcodes will help add another layer of protection for your account, in addition to current verification methods.

WHAT'S CHANGED: Starting June 3rd 2019 all new and existing U S 1364 Federal Credit Union members will be required to have a unique passcode for their account in order to perform phone-based queries or transactions. Nothing has changed regarding in-person transactions or requests.

WHAT TO DO: Existing members will need to visit a U S 1364 Federal Credit Union branch to add a passcode to their account. If a member is unable to visit in-person, they will need to fax or mail a signed and dated **Passcode Form** with a copy of their valid driver's license, to one of our branches. Our fax number is: (219) 769-0743. Please address letters:

U S 1364 Federal Credit Union
8400 Broadway
Merrillville, IN 46410
ATTN: Member Services

TIPS FOR PASSCODES: After the recent Equifax data breach, private information that Equifax had (birthdays, mother's maiden name, social security numbers, etc.) can no longer be considered private. With that in mind, we ask that you refrain from using passcodes that contain the following:

- Maiden Name
- Mother's Maiden Name
- Current or Former Addresses
- Social Security Numbers
- Telephone Numbers
- Driver's License Numbers
- Passport Number
- Account Numbers
- Dates of Birth
- Current or Past Employers
- School Names
- Names of Family Pet

The goal is to choose something that you will be able to remember, but not something that fraudsters could find online.

For any additional questions, please visit our FAQ or contact us at (219) 769-1700