



ATM & DEBIT CARD SECURITY

PROTECT YOUR ATM/DEBIT CARD INFORMATION

ATM/debit cards are a fast, secure and convenient way to make purchases, withdraw cash and more. Your ATM/debit card comes with extra layers of protection to help keep your money and information secure. Following these tips will help ensure that you, your ATM/debit card, and personal information stay secure when you're using your card at ATMs or while making purchases.

KEEPING YOUR ATM/DEBIT CARD SECURE

1. Treat your ATM/debit card like cash. Always keep your card in a safe and secure place.
2. Keep your PIN a secret. Memorize it, and do not write it down anywhere, share it with anyone, or ask anyone else to enter it for you.
3. Keep information about your ATM/debit card, like your PIN, secret. If you're conducting a transaction online or over the phone, do not share information about your card or give away your PIN. GECU will never ask for your PIN.
4. Report a lost or stolen card immediately. We will issue you another card, but it's very important to report a lost or stolen card as soon as you notice it is missing.
5. Save your ATM/debit card receipts so that you can compare them to your monthly statement. Keeping a close eye on your statements and your transactions can help you spot unusual or suspicious transactions.
6. GECU will never initiate a conversation with you asking for your personal information. If you receive a request to provide your personal information by email, text, mail or phone from someone claiming to be from GECU, please contact GECU right away at 778.9221, toll-free at 1.800.772.4328.

SECURITY AT WALK-UP ATMs

1. Be aware of your surroundings when you approach an ATM. If you are driving to an ATM, try to park as close as possible to it. If you see anyone or anything suspicious, leave the area immediately.
2. If the ATM isn't easily seen or is poorly lit, find another ATM to use. Report the ATM to the financial institution that it belongs to.
3. Take a companion with you to ATMs whenever possible, especially at night. If anyone begins following you after you use an ATM, drive immediately to a crowded, well-lit area and call the police.
4. When you visit an ATM, have your card ready in a safe, but easily accessible, place. If someone else is at the ATM, give them the same privacy that you would expect. Let them walk away after they finish their transaction before you approach the ATM and begin your transaction.
5. When you use the ATM, stand between the screen and anyone else waiting to use the machine. This helps keep other people from seeing your PIN and your account information. If you have trouble with the ATM or finishing a transaction, don't ask a stranger to help you. Keep an eye out for anything unusual with the ATM before using it, like attachments over the card slot or a PIN pad that doesn't look normal. If you find anything unusual about an ATM, report it to the financial institution that it belongs to and find another one to use.
6. Remember to take your transaction receipts with you when you leave the ATM. Make sure not to leave or throw away your transaction receipt near the ATM.

SECURITY AT DRIVE-UP ATMs

1. When waiting in a line at a drive-up ATM, leave your engine running with your doors locked and the windows up until you are at the ATM.
2. When possible, leave enough room between you and the car in front of you to make a quick exit just in case it's necessary.
3. If the ATM is hard to see or poorly lit, go to another ATM. Report the ATM to the financial institution that it belongs to.
4. Be aware of your surroundings before conducting an ATM transaction. Before pulling into the line or rolling down your window, observe the area around the ATM.
5. When you visit an ATM, have your card ready in a safe, but easily accessible, place. Drive away from the terminal as soon as you have finished your transaction and you have collected your card and receipt.
6. If you see anyone or anything suspicious while you are using an ATM, cancel your transaction, retrieve your card and leave immediately.
7. If anyone follows you after you make an ATM transaction, immediately drive to a crowded, well-lit place and call the police.
8. Remember to take your transaction receipts with you when you leave the ATM. Make sure not to leave or throw away your transaction receipt near the ATM.

Following these security tips can help keep you and your information safe when you conduct ATM and debit card transactions. If you have any questions about keeping your account and information safe, feel free to contact GECU. By working together, we can help keep electronic financial services fast, safe and convenient.

REPORT LOST ATM CARDS:

778.9221, toll-free at 1.800.772.4328

REPORT LOST GECU DEBIT CARDS:

1.800.810.2252