



Helpful Tips for Traveling with Your Card

1. Make sure you have emergency phone numbers for your financial institution. If traveling outside the U.S., toll-free 800 phone numbers will not work. Make sure you have a contact phone number for your financial institution that is accessible from outside the U.S.
2. Immediately notify your financial institution if your card is lost or stolen.
3. Monitor transactions on your account using Online Banking.
4. Always take at least one back-up source of funds with you, and be sure you have contact phone numbers for your credit card provider.
5. In Europe, many ATMs do not offer the option of withdrawing or transferring funds from a savings account. Make sure your checking account has sufficient funds to meet your cash needs.
6. Look at the logos on the back of your card. These logos indicate the networks where your card will work. If your card is refused, it may be because the machine is not on a compatible network.

Before you travel, call us at 800.426.5657 and let us know where you are headed!

Notify Us Before Traveling

With the summer months upon us, if you are traveling, you probably do not want to be stuck without access to your debit and/or credit cards. After all, how else will you pay for all those wonderful souvenirs?

Don't get your card frozen.

Making purchases outside of your normal pattern can trigger suspicious activity on your account often, resulting in your account being frozen. Or, in a worst-case situation, if your card is compromised by fraudsters you will be left without use of your card.

Contact us.

To minimize any disruption, it is always a good idea to notify the OCCU Visa® Department (800.426.5657) of your travel plans and provide the best contact number to reach you while you are traveling – especially if you are leaving the country.

Please note the OCCU Visa® Debit Card is blocked from use in the following countries:

- Bulgaria
- China
- Cyprus
- Czech Republic
- Hong Kong
- South Korea
- Latvia
- Romania
- Russia
- Slovakia
- Taiwan
- Thailand
- Turkey
- Ukraine
- Vietnam

Fraud Contact Center:

Visa® Credit Card: 866.374.9675

Visa® Debit Card: 888.373.2896

