



Debit Card & VISA Card Travel Notification Form

As you are planning your travel, please remember that Best Reward Federal Credit Union employs a fraud monitoring service to combat Debit and Credit Card fraud. If a Debit Card or VISA Card transaction is out of your normal spending habits, you may receive a call asking you if you made the purchase. **If we can not get a hold of you, a temporary block may be placed on your account until we can verify with you the transactions in question; therefore it is important that we have a phone number that we are able to reach you at during your travel.** Please Note: Using your MasterCard DEBIT Card for payment is restricted on car rentals. Please use your VISA Credit Card for car rental transactions. This policy is in place due to liability purposes and for your protection.

I will be using my Best Reward:

Debit Card Last 4 Digits:

VISA Card Last 4 Digits:

Both

Member's Name:

Member's Phone #:

Joint Owner's Name:

Joint's Owner's Phone #:

Traveling to: (City, State, Country):

Account #:

Dates You Will be Travelling

From (Date):

To (Date):

Additional Information:

Member's Signature:

Date:

Joint Owner's Signature:

Date:

INTERNAL USE ONLY

Accepted by:

Date Accepted:

Processed by:

Date Processed:

Information to Take with You During Your Travel

1. Keep this information separate from your Debit and/or Credit Card in case your card is lost or stolen.
2. It is always advisable to carry MORE than one way to access currency when traveling.
3. Make SURE you provide us with good Phone Numbers during your travel - or notify us of any changes in Phone Numbers - so that we can contact you if a block is placed on your card(s).
4. Notify ALL institutions where you have a Debit and/or Credit Card if planning to use when traveling.

Brook Park Branch

Phone: 216-367-8000

Toll Free: 888-826-8439

Fax: 216-367-8001

Highland Heights Branch

Phone: 440-449-8383

Toll Free: 833-449-8383

Fax: 440-449-9212

Operating Engineers Branch

Local 18 Members Only

Phone: 216-432-0300

Toll Free: 833-432-0300

Fax: 216-881-1113

Walton Hills Branch

Phone: 440-232-9540

Toll Free: 877-232-9540

Fax: 440-232-1346

You may also contact the credit union by email at cardservices@bestrewardfcu.coop.

Phone 24 - Automated Phone System

Toll Free: 800-263-8135

ATM Card / Debit Card / VISA Card

Card Activation & PIN Services ATM/Debit Card: 800-992-3808

- Activate a Card
- Select a New PIN
- Change a Forgotten PIN
- Change a Known PIN

Cardholders will be asked to provide specific information for identity purposes. Once the call is successfully completed, cardholders may immediately use their card at an ATM and at merchants for point of sale purchases (if applicable).

Report Lost or Stolen ATM/Debit Card: 800-472-3272

Report Lost or Stolen Best Reward VISA Card: 800-449-7728

Cardholder Services for Best Reward VISA Card: 866-820-5838

Important Notice Regarding Overseas Travel

If you plan to use your Debit Card to withdraw cash from an ATM while overseas, you may only be able to withdraw funds from your Share Draft Checking Account. Most overseas ATM's do NOT allow withdrawals from Savings Accounts. Be sure to make any necessary telephone or online transfers to your Share Draft Checking Account prior to leaving the U.S.