

Associated Credit Union actively monitors your Debit and Credit Cards for fraud. We have sophisticated detection tools that monitor your Debit and Credit Card activity, 24/7, 365 days a year because the security of your financial information is our #1 priority.

Our "zero liability" policy ensures that you are not responsible for unauthorized purchases made on Associated Credit Union Visa Debit or Credit cards, whether you shop in a store, over the phone, or online.

Here are a several things you need to know:

**If you think your Associated Credit Union Visa Debit or Credit was compromised, please follow these instructions below.**

**For Debit Cards:**

- A) Check your Associated CU checking account often.
- B) Call Associated CU at 770.448.8200, Ext 2401 to report any fraudulent activity. We recommend that you closed your ATM and/or Visa Debit card and order a new one as soon as possible. For a new card to be "Instant Issued," we recommend that you visit one of the following "Instant Issued" branches:
  - **Carrollton:** 1219 North Park Street Carrollton, GA 30117
  - **Dobbins Air Reserve Base:** 501 Perrin Road, Building 105 Marietta, GA 30060
  - **Ellenwood:** 5032 Old Grant Road Ellenwood, GA 30294
  - **Lawrenceville:** 867 Buford Drive, Lawrenceville, GA 30043
  - **Lawrenceville/Grayson Hwy:** 395 Grayson Highway, Lawrenceville, GA 30046
  - **North Druid Hills:** 2250 North Druid Hills Road, Suite 144 Atlanta, GA 30329
  - **Peachtree Corners:** 6251 Crooked Creek Road Norcross, GA 30092
  - **Peachtree Industrial Blvd:** 4895 Peachtree Industrial Blvd Norcross, GA 30092
  - **Wheeler Road (Augusta):** 3749 Wheeler Road Augusta, GA 30909
- C) Download the appropriate form based on how you used your Associated CU Debit card to pay for the transaction and follow the instructions:
  - [PIN-Based Fraud Form \(Debit Cards\)](#). This is for a point-of-sale transaction **using your 4-digit PIN**.
  - [Signature-Based Fraud Form \(Credit Cards\)](#). This is for a signature debit transaction.

**For Credit Cards:**

If you suspect fraudulent transactions have occurred on your Associated Credit Union Visa Credit card, call **770.448.8200, Ext: 2391** (during business hours) or **1-888-339-0228** (after business hours)

Based on regulations from the National Credit Union Association (NCUA), your maximum liability for losses to your account could be up to \$50.00 if you do not report fraud within **two business days** upon discovery.

If you linked your existing Associated CU Visa Debit or Credit card to any reoccurring payments, we encourage contacting that entity and supplying them the new Associated CU Debit or Credit cards' number.

Associated Credit Union is here to help. If you feel the above information did not answer a question or concern, please call our main line at **770.448.8200** and we will be happy to help you further.