



CARD CARE CENTER

Our Card Care Center is an additional layer of service for your debit card, credit card, and ATM card needs. For your convenience, this support center is available 24/7 every day of the year. When you call us at any of our published numbers, simply select the option for Card Services or you can contact Card Care Center directly at 1-833-462-0796.

Card Care Center will be able to assist you with the following inquiries or services:

- Dispute a card transaction
- Set a travel notification
- Return a call from our Fraud Prevention Center
- Conduct transaction inquiries, including research on why a transaction was declined
- Request a temporary limit increase for purchases and ATM withdrawals
- Report a card lost or stolen
- Reset a PIN
- Request a replacement card via mail for an existing card number, including rush orders

Protect Your Information

We never send unsolicited emails, texts, or calls seeking your personal information including accounts, card numbers, passwords, Online Banking credentials, PIN numbers, or other sensitive data. We also do not text links to websites to verify account activity, so use extreme caution with texts that claim to be from us. If our fraud center sends you a text, it will come from 37268 and have a link to a phone number only.

If we or our fraud center ever need to contact you regarding your account or your card activity and you're uncomfortable, please feel free to contact us directly.



fibrecu.com | 800.205.7872



Federally Insured
by NCUA



SOCIAL MEDIA