

## OUR LOBBY ACCESS IS RESTRICTED DUE TO COVID-19.

### WE OFFER A VARIETY OF WAYS FOR YOU TO ACCESS YOUR ACCOUNTS, APPLY FOR LOANS, USE OUR PRODUCTS AND SERVICES, OR FOR MEMBER SERVICE

- Our Home Banking, Online BillPay, Remote Deposit Capture and the FedStar CU mobile app will continue to be fully operational and available to you 24/7.
- The Night drop, which is located on the inside drive thru lane is available for deposits and other paperwork drop-off.
- Give us a call at 979-846-7456 Monday - Friday 9:00 am - 5:00 pm. To schedule an appointment for lobby transactions.
- The coin machine will not be accessible during this time and we cannot accept rolled coin through the drive thru tubes. If you wish to count coin, please call ahead to let us know.
- Please do not include personal or account information via online correspondences.

### IMPORTANT PHONE NUMBERS

- Toll Free **800-690-7780**
- Office Phone **979-846-7456**
- Office Fax **979-846-6866**
- To report a lost or stolen VISA debit card call **888-405-7068**
- If your ATM/debit card was declined due to suspected fraud please contact Falcon Fraud Protections at **888-241-2440**
- To report a lost or stolen Visa credit card call **888-442-4757**

### EMAIL

FedStar email address for general information [fedstar@fedstarcu.com](mailto:fedstar@fedstarcu.com)

**Please Note:** This is not a secured email please do not send any personal info including, Social Security Number, Account Number, etc.

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