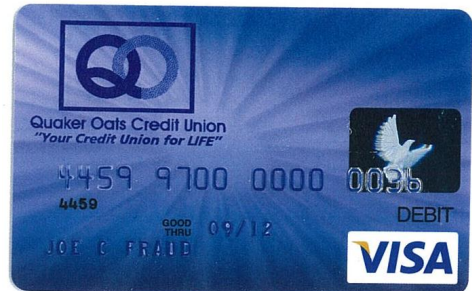


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QOCU's Traveling Quick Tips

Due to all of the recent security breaches with debit/credit cards and Internet browsers, The Falcon Fraud Protection Agency has been keeping a close eye on member's card activity. You may have experienced issues with your debit card in the past or know someone that has as a result of this.



If Falcon notices any suspicious activity on your card they try to contact you and if they cannot reach you they automatically freeze up your card until you contact them to verify card transactions. This can happen anytime, anywhere you use your card and unfortunately it usually happens at inconvenient times, like when you are out of town or on vacation.

We have noticed that Falcon is alarmed when...

1. Your card is being used outside of your local area
2. Any transaction is made for a large dollar amount
3. Your card is being used several times over a short period of time at places you don't typically shop (we see this a lot during the black Friday and holiday shopping times)

Below are some tips that can help you avoid any problems with your QOCU Visa debit card:

1. **Be sure to update your current home/cell phone numbers with QOCU.**
2. **Contact QOCU before you leave on vacation with your travel location and dates.**
3. **Shazam recommends you use your PIN# at least once while traveling so they can verify that it's you.**
4. **Take along another form of payment (examples: credit card, prepaid visa card, checks or cash).**
5. **To verify debit/credit transactions, please call Falcon 1-866-508-2693 1-866-508-2693 (Call this number if you have any issues with your card 24/7, 7 days a week).**

We also have quick tip cards available at the credit union with the above information/phone numbers on them that will fit nicely in your purse or wallet when traveling. [Contact](#) the credit union to request your traveling quick tip card today!

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