



**HEARTLAND**

C R E D I T U N I O N

**Bank like You own the Place.**

## **Information about Traveling with you Heartland Credit Union Visa© Check Card.**

**Do you plan on traveling with your Heartland Credit Union Visa Check Card? Here are answers to some common questions you may have?**

### **Should I inform Heartland about my travels?**

Yes, it is a good idea to tell us when you will be traveling and where you are traveling to. We document this information in case there are any issues with your card. You can stop by one of our locations or call us at (217) 726-8877.

### **What should I do if my card has been denied?**

If your card has been denied, don't panic! More than likely it has been blocked do to a security monitoring system. When Visa detects a purchase outside of your normal purchasing area they sometimes block your card. To unblock it, please call our phone center at (217) 726-8877. A member service officer will be able to remove the block. If it is outside of our regular business hours you can call 5<sup>th</sup>/3<sup>rd</sup> at 1-800-889-5280.

### **What should I do if I lose my card?**

If you lose or misplace your card, you can call our phone center at (217) 726-8877. A member service officer will be able to instantly block your card and review any unauthorized charges that may have occurred. If there have been unauthorized charges, a member service officer can walk you through the procedure to recover your money. If you lose your card during non-business hours, please call 5<sup>th</sup>/3<sup>rd</sup> at 1-800-528-2273. They can instantly put a block on your card to prevent any further purchases.

### **What are Heartland's hours of operation?**

We are open Monday – Friday 8:30am to 5:00pm and Saturday 9:00am to noon.