



## DEBIT CARD / CREDIT CARD / PIN REPLACEMENT

Please print legibly. For assistance with this form, please call us at (718) 780-3618.

(Upd 5/09)

First Name:	Last Name:	Credit Union Account #:	Daytime Telephone #:
Mailing Address:		City, State	Zip Code:

### Cancel or Reissue Mastercard Debit Card:

*I am aware that there is a fee to get a new debit card if it has been lost or stolen: \$10 for the first time and \$20 thereafter. I understand that I am responsible for reporting lost/stolen debit cards or unauthorized transactions immediately, in accordance with the Terms and Conditions of my account, and may be responsible for unauthorized transactions, to the extent permitted by law. I understand that cards are only produced once a week and that it may take 2-3 weeks for me to receive a replacement card by mail.*

**I No Longer Want a Card – please cancel it.**

**I Need a New Card**      **Style Requested:**

**Old card is in my possession, it just does not work anymore – reorder the same card number with the same pin number.**

**Magnetic Stripe doesn't work**

**Card bent, mangled**

**Other (explain):**

**Old card must be hotcarded (reclassified as unusable) so someone else cannot access my account and I would like to be reassigned a new card number.**

**Lost**

**Stolen**

**Other (explain):**

### Mastercard Debit Card Pin Reminder:

*I have my card but I do not remember my pin number. Please charge my account \$5.00 and send a pin mailer to the address above. I understand that due to security concerns that there is no record of my pin at the Credit Union. As a result, it may take a week or longer to have a pin mailer sent to me by the card production company.*

**I need a pin mailer sent to me.**

### Lost / Stolen Visa Credit Card:

*I am aware that there is a fee to get a new credit card if it has been lost or stolen: \$10 for the first time and \$20 thereafter. I understand that I am responsible for reporting lost/stolen credit cards or unauthorized transactions immediately, in accordance with the Terms and Conditions of my account, and may be responsible for unauthorized transactions, to the extent permitted by law. I understand that cards are only produced once a week and that it may take 2-3 weeks for me to receive a replacement card by mail.*

**I No Longer Want a Card – please cancel it.**

**I Need a New Card**

**Old card is in my possession, it just does not work anymore – reorder the same card number with the same pin number.**

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**Other (explain):**

**Old card must be hotcarded (reclassified as unusable) so someone else cannot access my account and I would like to be reassigned a new card number.**

**Lost**

**Stolen**

**Other (explain):**

### Agreed To By:

**Signature:**

**Date:**

### For Credit Union Use Only:

Date Received:	Old Debit Card Hotcarded:	New Debit Card Ordered:	IVR Ref #:	Debit Card Points Transferred:	PIN Reordered:	Old CC Hotcarded:	New CC Ordered:
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