

WHERE DO I GO GUIDE

WHAT I NEED	WHERE TO GO
After Hours Debit Card Help	Lost/Stolen Card <ul style="list-style-type: none"> • SecurLOCK Equip App (to turn off card) • (800) 325-3678 • (800) 453-4270 • (800) 500-1044
After Hour Credit Card Help	<ul style="list-style-type: none"> • Lost/Stolen (800) 808-7230. • Fraud and Disputes (800) 600-5249 • SecurLOCK Equip App (to turn off card)
Debit Card Questions	<ul style="list-style-type: none"> • (931) 759-3304 • SecurLOCK Equip App
Report Card Fraud or Dispute	(931) 759-3305
Password Reset	(931) 759-3303
Help with SecurLOCK App	(931) 759-3301
Lost/Stolen Card During Business Hours	(931) 759-3305
Check Deposit	<ul style="list-style-type: none"> • JDECU Mobile App • Night Deposit • JDECU Drive-Thru or Office
Cash Withdrawal	<ul style="list-style-type: none"> • ATM (Locator on mobile app) • JDECU Drive-Thru or Office
Account Transfer	<ul style="list-style-type: none"> • JDECU Mobile App • Online @ www.jdecu.org • (931) 759-3303
Account Balance or Transaction History	<ul style="list-style-type: none"> • JDECU Mobile App • Online @ www.jdecu.org • (931) 759-3306
Unlock Home Banking Account	(931) 759-3304
Certificate of Deposit/IRA Questions	(931)759-3301 or (931) 759-3306
Loan Payments and Credit Card Payments	<ul style="list-style-type: none"> • JDECU Mobile App • Online @www.jdecu.org • Night Deposit • JDECU Drive -Thru or Office
Loan or Credit Card Application	<ul style="list-style-type: none"> • Online @ www.jdecu.org • (931) 759-3310 or (931) 759-3308
Credit Card Questions	<ul style="list-style-type: none"> • www.EZcardinfo.com • (931) 759-3308 or (931) 759-3310 • SecurLOCK Equip App
Mortgage Loan Questions	(931)-759-3308
Skip-A-Payment	(931)-759-3310 or (931)-759-3308
Wire Transfer Inquiries	(931)759-3302
Credit Counseling	931-759-3306



Open Monday- Friday 8:00 a.m. until 4:00 p.m.
Drive-Thru available 7:30 a.m. until 4:30 p.m.