

THE CREDIT UNION CONNECTION



SUMMER 2025

We are people helping people build their future and realize their dreams



UPDATING ACCOUNT INFORMATION

Keeping your contact details current with Boulder Dam Credit Union helps us serve you better and protect your finances. When your information is accurate, such as your address, phone number, or email, we can make sure important communications like statements or account alerts reach you without delay.

Updated information also helps safeguard your account. If we detect suspicious activity, having the right contact details allows us to reach you quickly and take action to help prevent fraud or unauthorized access.

From service updates to helpful reminders and promotions, staying connected means staying informed. **If you have recently moved or changed your contact information, please give us a call or stop by the credit union to update your account. It only takes a moment and helps keep your financial life running smoothly.**



This **Edition**

Updating Account
Information

2025 Scholarship
Recipients

Disputing Card
Transactions

Protect yourself
from phone
scams

ONLINE EDUCATION



SCAN
CODE TO
ACCESS



**Mobile
Banking**



**Online
Bill Pay**



**Personal
Finance
Manager**



TransferNow



CardControl



**Credit
Sense**



**Online
Banking**



2025 SCHOLARSHIP RECIPIENTS

Congratulations to Our 2025 Eric Estes Financial Education Scholarship Winners!

Boulder Dam Credit Union proudly recognizes the recipients of the 2025 Eric Estes Financial Education Scholarship. Please join us in congratulating:

Petra Eden Gomez • Sophia Kelso • Calvin Olsen • Tristan Winburn

These exceptional students demonstrated a strong commitment to learning, active engagement in financial literacy programs, and thoughtful reflections on their future goals. We're honored to support them as they continue their academic journeys. We were truly inspired by the dedication shown by all applicants this year.

24/7 CARD RELATED QUESTIONS

BDCU has a dedicated team to handle all your VISA Credit & VISA Debit related questions and concerns. During normal business hours, for most card-related questions, please call us at (702) 293-7777. For after-hours calls, we have a dedicated team available 24/7. They can help you with the following issues:

- **Reporting Lost/Stolen Cards**
- **Reporting Unauthorized or Fraudulent Use of Your Card**
- **Filing a Transaction Dispute**
- **Basic Transaction & Payment Related Questions**
- **Support for CardControl**

To reach the after-hours call center, you can either call our after-hours call center at (702) 293-7777 and select Card Services from the menu, or you can call the after-hours team directly using the number below:

- **24/7 VISA Credit Card: (866) 341-6733**
- **24/7 VISA Debit Card: (844) 472-5164**

WHO'S REALLY CALLING? PROTECT YOURSELF FROM PHONE SCAMS

Scammers often pose as financial institutions to trick you into giving away sensitive information. If someone calls claiming there's suspicious activity on your account, pause before reacting.

HERE'S WHAT WE WILL NEVER ASK FOR:

- Your full debit or credit card number
- Online banking passwords or PINs
- One-time passcodes sent to your phone or email

If a caller requests any of this, hang up immediately—it's likely a scam.

SCAM TACTICS TO WATCH FOR:

- Urgent claims of fraud or blocked cards
- Requests to verify transactions
- Calls that appear to come from a familiar number (spoofing)

HOW TO STAY SAFE:

- Hang up and call us using the number on our website or your statement
- Never share personal details unless you're sure who you're speaking to
- Report suspicious calls—even if no information was shared

Your security matters. If you're ever unsure, reach out to us directly. We're always here to help confirm legitimate contact and guide you through the next steps.



ESI ACCOUNTS INSURED UP TO \$500,000 **ESI**
American Share Insurance insures each account up to \$250,000. Excess Share Insurance Corporation provides up to an additional \$250,000 of insurance per account. This institution is not federally insured, and if the institution fails, the Federal Government does not guarantee that depositors will get back their money.

(702) 293-7777 | boulderdamcu.org

530 Ave G • Boulder City • NV