



NEW HORIZONS CREDIT UNION

Solutions for the Real World

Reference Guide for Service Access:

SERVICES NEEDED:	WHERE TO GO:
CASH WITHDRAWALS	Drive-thru, ATMs
CHECK DEPOSIT	Mobile App, Drive-thru, Deposit capable ATMs at West Mobile & Daphne branches
LOAN	Online at NewHCU.org, or by Branch Appointment per above
LOAN PAYMENT	Online Banking, Mobile App, NewHCU.org, Drive-thru, or Member Services Center 1-800-824-3610, Voice 24 or via Mail: P.O. Box 2966, Mobile, AL 36652
CREDIT/DEBIT CARD (LOST/STOLEN)	Member Services Center at 1-800-824-3610; After hours at 1-800-449-7728
WIRES	Branch appointment, Drive-thru; you may contact the Member Services Center at 1-800-824-3610 only if prior wire information is available
MEMBERSHIP	Branch Appointment per above
BALANCE INQUIRIES, TRANSFER FUNDS:	Online & Mobile Banking, Voice 24-1-800-447-6706
ORDER CHECKS	Branch Appointment per above; Member Services Center 1-800-824-3610
REORDER CHECKS (NO CHANGES)	NewHCU.org, Drive-thru
PAY BILLS	Bill Pay at NewHCU.org, Online & Mobile Banking
GENERAL QUESTIONS	Member Services Center 1-800-824-3610