

# Solutions for the **Real World**

# PREPAREDNESS GUIDE



**NEW HORIZONS  
CREDIT UNION**

Solutions for the Real World

# Accessing your NHCUC Account

At New Horizons, your financial information is secure during natural disasters, pandemics, and other emergency situations. If a crisis does strike, visit [NewHCU.org](http://NewHCU.org) or follow us on Facebook for important updates.



**New Horizons Credit Union**

## Online and Mobile Banking



In the event of a crisis, you can access your New Horizons Credit Union accounts through Online or Mobile Banking. To download our Mobile app, visit our website at [www.NewHCU.org/benefits/online-banking](http://www.NewHCU.org/benefits/online-banking). Our Mobile app offers remote deposit capture services, but you must first get enrolled via our website [www.NewHCU.org](http://www.NewHCU.org)



## Voice24 Telephone Account Access

Make sure to get enrolled for this free, 24/7 service by calling our Call Center at (251) 316-2430 or Toll Free 1 (800) 824-3610 or by visiting any of our branch locations. To access Voice24 you must know your member account number and access code. Once you have this information, simply call Voice24 from any telephone by dialing (251) 316-3268 or Toll Free 1 (800) 447-6707.



## Direct Deposit

This free service allows for automatic deposits of recurring income such as payroll (if direct deposit is offered by employer), social security, and other recurring deposits. In the event of a crisis that would keep you away from your mailbox or from receiving a physical check, you will have peace of mind knowing your funds were deposited directly to your New Horizons account. You can sign up for federal benefit payments such as social security or SSI by calling the Go Direct Helpline at (800) 333- 1795 or online at [www.GoDirect.org](http://www.GoDirect.org)



## Debit Cards and Allpoint ATM Network

New Horizons partners with Allpoint ATM Network to offer you over 55,000 surcharge free ATM locations for when you travel or need to evacuate so you can access funds 24/7. It is always a good idea to have a little extra cash on hand for spending purposes. In the event of a power outage, ATMs and credit card machines may not work at merchants- so cash will be needed.



## Safe Deposit Boxes

New Horizons has safe deposit boxes at our West Mobile and Saraland branches to store valuables and documents- various sizes available for an annual fee. Always keep a copy of important documents in a waterproof (and fireproof, if possible) portable container.



## NCUA

Your funds are federally insured by the NCUA for up to \$250.00. Visit [NCUA.gov](http://NCUA.gov) for further account insurance information

# Quick Links & Phone Numbers

For more information on disaster recovery, evacuation routes, and other crisis preparedness, call or visit one of the following agencies online:

**American Red Cross**

[redcross.org](http://redcross.org)

**(202) 761- 0011**

**City of Mobile**

[www.cityofmobile.org](http://www.cityofmobile.org)

**City of Pensacola**

[www.ci.pensacola.fl.us](http://www.ci.pensacola.fl.us)

**Federal Emergency Management Agency (FEMA)**

[www.fema.gov](http://www.fema.gov)

**1 (800) 621-4362**

**Hurricane Preparedness (Season June 1- Nov 30)**

[www.ready.gov/hurricanes](http://www.ready.gov/hurricanes)

**National Hurricane Center**

[www.nhc.noaa.gov](http://www.nhc.noaa.gov)

**U.S. Environmental Protection Agency**

[www.epa.gov/hurricanes](http://www.epa.gov/hurricanes)

**U.S. Department of Health and Human Services, Center for Disease Control**

[Emergency.cdc.gov/disasters/hurricanes](http://Emergency.cdc.gov/disasters/hurricanes)

**Center for Disease Control and Preparedness**

<https://emergency.cdc.gov/>

**Federal Trade Commission Identity Theft**

[IdentityTheft.gov](http://IdentityTheft.gov)

**GreenPath Financial Wellness**

<https://www.greenpath.com/>

## **NewHCU Reference Guide Services**

[Reference Guide](#)

## Always Plan in Advanced!



# What to Pack Tips:

When natural disasters, pandemics, or other emergencies occur, it is best to stay prepared to evacuate. Get a plan in place and your evacuation kit ready in the case of an emergency. Here are a couple of kits to help you get started:

## EMERGENCY SUPPLY KIT:

- Food and water:
  - Three gallons of water per person in your household.
  - Three-day (or more) supply of non-perishable food items.
- Change of clothes for up to a week and personal hygiene items.
- Infant supplies:
  - Baby formula or milk bottles
  - Baby food
  - Diapers and wipes
- Pets:
  - Food and water
  - Medication
  - Travel crates
  - Cages, leash, and/or litter box
- Medications:
  - Prescription medicine
  - Eye care: contact solution or glasses
- Important Documents:
  - Keep these in a safe, weatherproof case/container for protection
  - Drivers License
  - Passport
  - Health insurance cards
  - Birth certificates
  - Social Security Cards
  - Vehicle Registration and Ownership Documents
  - Financial records such as: bank account information, credit and debit cards, Government benefits, investment account statement, and copies of insurance policies
- Battery powered radio and flashlights
- First Aid kit with supplies to treat injuries
- Pack valuables and irreplaceable items such as family photos, laptops (or hard drives with important data stored on it)

## CAR KIT:

Here is a list of the basic “minimum” items we would include in a car kit:

- Water/Water container
- 72 hour kit food:
  - High calorie meal bars
  - Non perishable food items
  - Other snacks
- Cash (\$20-\$30 in small bills and include some change)
- Diapers/Baby wipes if you have children
- Emergency Blankets, hand warmers, or old comforter
- Jumper cables
- Car shovel/pick
- Pocket knife
- First Aid Kit
- Battery powered radio and flashlight
- Extra batteries
- Toilet paper
- Spare clothes/walking shoes for small children

**For more emergency kits visit:**

**<https://foodstoragemadeeasy.net/getting-started/evacuation-list/>**