



# NEW HORIZONS CREDIT UNION

## Reference Guide for Service Access:

SERVICES NEEDED	WHERE TO GO
APPOINTMENTS	Online at <a href="https://www.newhcu.org/appointment-and-services-guide">https://www.newhcu.org/appointment-and-services-guide</a> or Member Services Center at (251) 316 - 3240
BALANCE INQUIRIES, TRANSFER FUNDS	Online & Mobile Banking or Voice 24 at (251) 316 - 3268
CASH WITHDRAWALS	Drive-thru or ATMs (NHCU branches & Allpoint Network ATMs)
CHECK DEPOSIT	Mobile App, Drive-thru, Deposit Capable ATMs at West Mobile & Daphne or Branch Night Drop Boxes
CREDIT CARD (LOST/STOLEN)	Call 24/7 at 1 - 800 - 449 - 7728
DEBIT CARD (LOST/STOLEN)	Member Services Center at (251) 316 - 3240
GENERAL QUESTIONS	Member Services Center at (251) 316 - 3240
LOAN	Branch appointment or Apply Online at <a href="https://www.24x7loans.com/NewHCU/">https://www.24x7loans.com/NewHCU/</a>
LOAN PAYMENT	Online Banking, Mobile App, NewHCU.org, Drive-thru, Member Services Center (251) 316 – 3240, Voice 24, set up automatic payment by calling (251) 316 – 3240 or via mail payment to: P.O. Box 2966, Mobile, AL 36652
MEMBERSHIP	Branch appointment made online at <a href="https://www.newhcu.org/appointment-and-services-guide">https://www.newhcu.org/appointment-and-services-guide</a> or by calling the Member Services Center (251) 316 - 3240
NEW CHECK ORDER	Branch appointment or Member Services Center at (251) 316 - 3240
PAY BILLS	Bill Pay Service online at <a href="https://www.newhcu.org/benefits/online-banking">https://www.newhcu.org/benefits/online-banking</a>
REORDER CHECKS (NO CHANGES)	Drive-thru or online at <a href="https://www.newhcu.org/check-order">https://www.newhcu.org/check-order</a>
WIRES	Branch appointment or Drive-thru