



## In Case of Loss or Theft



No one likes to think about it, but if you run into a situation where your Southern Security card or checkbook is lost or stolen, you need to know who to contact to cancel your old one and order another. Below you will find a list detailing the available times and contact numbers for each of the products and services offered by Southern Security that you will need if one of them is lost or stolen.

Type	Availability	Contact Number
<b>MasterCard Debit Card Or ATM Card</b>	Monday-Friday, 8:30-5:00PM CT	SSFCU 901-452-7900 Or 1-800-633-4128 Press 3 for Card Services
	After Hours	1-800-754-4128
	If calling after hours, please also call 901-452-7900 x1047 and leave a message with your name, account number and current mailing address so that we may expedite the order of a replacement card to you.	
<b>Checks</b>	Monday-Friday, 8:30-5:00PM CT	SSFCU 901-452-7900 x1034 Or 1-800-633-4128 x1034
	After Hours	901-452-7900 x1034
	After hours you will need to leave a message with your name, account number, lost/stolen check numbers and a call back phone number.	
<b>VISA Credit Card</b>	Monday-Friday, 8:30 am - 5:00 pm.CT	1-800-633-4128
	After Hours	1-888-241-2510
<b>Reloadable VISA Debit Card</b>	24/7	1-877-850-9650
	This card can be differentiated from the VISA credit and gift cards by the presence of the CUMoney badge, the cardholder's name and Southern Security's logo.	
<b>VISA Gift Card</b>	24/7	1-866-833-2370