



GDPR EU Member FAQs

1. How can I access my Bellco accounts without Online Banking?

You can speak with a live Bellco representative by calling our Member Services department, Monday–Friday 8 AM–6 PM or Saturday 8 AM–2 PM (MT) at 1-800-235-5261. A representative can assist you with your financial banking needs including account transfers, loan payments, stop-pay on checks, ordering debit/credit cards, IRA questions, etc.

If you know the 4-digit PIN associated with your accounts (not your debit card PIN), you can also call our 24-hour automated Tellerphone at 1-800-835-5370. Tellerphone allows you to check your account balances, transfer funds between accounts, get a list of recent transactions, and request an official check. If you do not know the 4-digit PIN, please call Member Services at the number listed above for assistance.

2. How can I transfer funds between accounts?

To transfer funds between your accounts, you can use our 24-hour automated Tellerphone at 1-800-835-5370 or by calling our Member Services department and speaking with a Bellco representative at 1-800-235-5261.

3. How will I receive my monthly statements or other notifications?

Beginning in July, any Bellco statement or notice you get electronically, such as tax statements, periodic statements, etc., will be mailed to the address we have on file.

4. Will I be able to make a mobile deposit?

Mobile deposits will no longer be available. You will need to mail your deposits to:

Bellco Credit Union Processing Center
PO Box 2064
Glen Burnie, MD 21060

5. How do I make a credit card payment?

You have several options to make your credit card payments.

- a. Mail in your credit card payment to:

Bellco Credit Union
PO Box 4521
Carol Stream, IL 60197

- b. Make a payment over the phone at 1-800-235-5261
- c. Access your credit card at **www.ezcardinfo.com**. To access your credit card information and make payments electronically through eZCard, please contact us at memberservice@bellco.org and we will provide you with a username and password.
- d. You may also fill out the **Authorization Agreement for Automatic Visa® Payment** form found at Bellco.org/Forms.

6. How can I make a loan payment?

- a. Sign up for ACH payments by visiting Bellco.org/Forms and completing the **Automatic Loan Payment Authorization** form.
- b. If mailing your loan payment, please include the loan number on the check and send to:

Bellco Credit Union
Processing Center
PO Box 2062
Glen Burnie, MD 21060

- c. If making a loan payment from an existing Bellco checking or savings account, you can use our 24-hour automated Tellerphone at 1-800-835-5370 or by calling our Member Services department and speaking with a Bellco representative at 1-800-235-5261.

7. What if I want to draw from my Bellco line of credit?

Please call our Member Services department at 1-800-235-5261 and a Bellco representative would be more than happy to assist you.

8. I have Boost Checking. How can I receive my full interest rate if I can't log in to Online Banking?

Due to the Online Banking requirement for Boost, you will no longer be eligible for the higher interest rate on this product. After June 29, the rate on your Boost Checking account will be the standard rate, which is currently .05%. If you would prefer to move your funds to a different Bellco checking account, you can review your options by visiting Bellco.org/checking.