



# NEW HORIZONS CREDIT UNION

## Reference Guide for Service Access\*

SERVICES NEEDED	WHERE TO GO
APPOINTMENTS	Online at <a href="https://www.newhcu.org/appointments">https://www.newhcu.org/appointments</a> or Member Services Center at (251) 316-3240.
BALANCE INQUIRIES, TRANSFER FUNDS	Online & Mobile Banking, Voice 24 at (251) 316-3268, or at any branch.
CASH WITHDRAWAL	Drive-thru or ATMs (NHCU branches & Allpoint Network ATMs), at any branch.
CHECK DEPOSIT	Mobile App, Drive-thru, Deposit Capable ATMs at West Mobile, Daphne & Saraland branch, or Branch Night Drop Boxes.
CREDIT CARD (LOST/STOLENT)	Call M-F 8:15 a.m. – 5 p.m. CT (251) 316-3240, after hours at (866) 820-3790, or at any branch.
DEBIT CARD (LOST/STOLEN)	Call M-F 8:15 a.m. – 5 p.m. CT (251) 316-3240, after hours at (888) 918-7817, or at any branch.
GENERAL QUESTIONS	Member Services Center at (251) 316-3240, <a href="#">FAQ page</a> , or at any branch.
LOAN	Branch appointment or Apply Online at <a href="https://www.24x7loans.com/NewHCU/">https://www.24x7loans.com/NewHCU/</a> , at any branch.
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, at any branch.
MEMBERSHIP	Branch appointment made online at <a href="https://www.newhcu.org/appointments">https://www.newhcu.org/appointments</a> or by calling the Member Services Center (251) 316-3240, at any branch.
NEW CHECK ORDER	Branch appointment at any branch, 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> , or at any branch.
REORDER CHECKS (NO CHANGES)	Drive-thru, online at <a href="https://www.newhcu.org/check-order">https://www.newhcu.org/check-order</a> , or at any branch.
WIRES	Branch appointment or Drive-thru, at any branch.

\*This Reference Guide provides options if branches are closed. Please refer to our website or social media for branch operation updates.