




In Case of Loss or Theft

Emergency Contact Numbers for SecurTrust Federal Credit Union Members

Type	Availability	Contact Number
MasterCard Debit Card 	Monday – Friday 8:00 a.m. – 4:30 p.m. CT	662-890-8760 888-419-7723
	After Hours	800-264-5578
	<i>If calling after hours, please call SecurTrust Member Services 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.</i>	
	Fraud Department	866-842-5208
	<i>If it is suspected that your card has been compromised, your card may be blocked causing purchases to be declined. The Fraud department will contact you using your telephone number(s) on file. You can contact this department to discuss the suspect charges, and if necessary return your card to working order. To order a new card, contact SecurTrust at 662-890-8760.</i>	
VISA Platinum Credit Card 	Monday – Friday 8:00 a.m. – 4:30 p.m. CT	662-890-8760 888-419-7723
	After Hours	800-322-8472
	<i>If calling after hours, please call SecurTrust Member Services 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.</i>	
	Fraud Department	866-444-8531
	<i>If it is suspected that your card has been compromised, your card may be blocked causing purchases to be declined. The Fraud department will contact you using your telephone number(s) on file. You can contact this department to discuss the suspect charges, and if necessary return your card to working order. To order a new card, contact SecurTrust at 662-890-8760.</i>	
 Checks	24/7	SecurTrust 662-890-8760 888-419-7723
	<i>After hours you will need to leave a message with your name, account number, lost/stolen check numbers, and a call-back phone number.</i>	
VISA Prepaid Gift Card	24/7	866-833-2370
Branch/Facility Emergency	Southaven Branch	Southaven Police 662-393-0228 or 911
	Senatobia Branch	NWCC Campus Police 662-562-3314 or 911