

In Case of Loss or Theft

Emergency Contact Numbers for Southern Security Members

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
Debit MasterCard Or ATM Card	Monday-Friday, 8:30am-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.	
	Fraud Department	888-241-2440
	If it is suspected that your card has been compromised, your card may be blocked causing purchases to be declined. The Fraud Dept will contact your telephone number on file. However, if you are traveling, you may not get the message. You can contact this department to discuss and request the card be returned to working order, if appropriate. To order a new card, contact Southern Security at the first number above	
Checks	Monday-Friday, 8:30am-5:00pm CT	SSFCU 901-452-7900 x1047 Or 1-800-633-4128 x1047
	After Hours	901-452-7900 x1047
	After hours you will need to leave a message with your name, account number, lost/stolen check numbers and a call back phone number.	
VISA Credit Card	Monday-Friday, 7am- 9pm CT	1-800-808-7230
	After Hours	1-800-991-4964
Reloadable VISA Debit Card	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.	
VISA Gift Card	24/7	1-866-833-2370