



Debit Card Cancellation Hotline Service

Security is top of mind for ETCU Financial and it's Members. It is imperative that Members have the ability to protect their funds against potential fraudulent activity due to lost, stolen, or compromised debit cards.

An automated service is available to you to cancel your debit card in the event it is lost, stolen or compromised. This service can be used outside of the credit union's operating hours.

**Toll Free: 1-866-758-5678
Local Toronto (905)461-2116**

Before you place the call, please have *your card number* accessible. This number is the one on the front of your debit card. In the event of a missing card, you should record your card number and keep it in a safe place. However, never store your card number in the same location as your PIN (personal identification number). Also have a *pen and paper* handy to record the reference number you will be given at the conclusion of the hotline phone call.

It is also very important that you notify the credit union at your earliest convenience to arrange for a replacement card.