

HHCU Banking Guide

What I Need	Where to Get It
BALANCE HISTORY, TRANSFERS OR GENERAL INQUIRY	<ul style="list-style-type: none"> • Online or Mobile Banking • Phone Teller • 800.865.2612
MONEY WITHDRAWAL/CASH	<ul style="list-style-type: none"> • HHCU ATMs • Nationwide ATMs in Alliance One Network • Any Service Center Drive-Up • HHCU will also be waiving all non-network ATM fees while shelter orders are in place.
CASH OR CHECK DEPOSIT	<ul style="list-style-type: none"> • Mobile Deposit • Night Deposit (available at all Service Centers) • Any Service Center Drive-Up
APPLY FOR GOOD NEIGHBOR, AUTO, PERSONAL AND HOME LOANS OR CREDIT CARD	<ul style="list-style-type: none"> • hoosierhills.com • 800.865.2612
COMMERCIAL LOANS, INCLUDING SBA PPP LOANS	<ul style="list-style-type: none"> • Hoosierhills.com/cares-act-loans • 800.865.2612
LOAN PAYMENT	<ul style="list-style-type: none"> • Online/Mobile Bill Pay • Night Deposit (available at all Service Centers) • Transfer online through your account • 800.865.2612 • Mail: 630 Lincoln Ave.; Bedford, IN 47421 • Any Service Center Drive-Up
SKIP-A-PAY OR LOAN PAYMENT DEFERRAL	<ul style="list-style-type: none"> • Email: MemberRelief@hoosierhills.com • Call 800.865.2612 to discuss options
PAY BILLS	<ul style="list-style-type: none"> • Bill Pay within Online or Mobile Banking
CARD SERVICES - DEBIT/ATM	<ul style="list-style-type: none"> • To report a lost or stolen debit/credit card call 800.472.2372. • To activate your personal credit or debit card, set or change your PIN, or if you have issues with your card, call 800.862.0760.
NEW MEMBER APPLICATION	<ul style="list-style-type: none"> • Call 800.865.2612
STATEMENTS AND CHECK COPIES	<ul style="list-style-type: none"> • eStatements through Online and Mobile Banking • Mailed copy (if still signed up for print statements) • Any Service Center Drive-Up (Must call ahead for pickup service)
HOW TO PREPARE A BUDGET	<ul style="list-style-type: none"> • hoosierhills.com/services-resources/financial-learning-center
TO DISCUSS YOUR FINANCIAL RELIEF OPTIONS	<ul style="list-style-type: none"> • Email: MemberRelief@hoosierhills.com