

Proudly Serving Our Members Since 1955! -- Your Local Credit Union



# IBEW 26 FCU



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Website

Online Banking

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Credit Card!

## The Union Dollar News

October 2023

**The Credit Union office will be closed from Noon to 1:00pm on Monday, October 9 for staff appreciation.**

**Exciting New Addition to Credit Union Management!**



IBEW 26 FCU Board of Directors is pleased to announce the placement of its new CEO, Joshua Urbick, CCUFC. The Board is looking forward to collaborating with Joshua on new ideas and strategies to enhance the financial needs of our members. They have already discussed some ideas that will be exciting to implement in the future. Urbick brings nearly a decade of financial services experience to his new position, serving in various roles at Global Credit Union after getting his professional start at Banner Bank. He has also served as Chairman of the Board of Directors for the Hayden Chamber of Commerce and President of the North

Idaho Chapter of NWCUA. Urbick completed a four-year degree in Theology/Theological Studies at Global University and holds several professional licenses and certifications, including his Certified Credit Union Financial Counselor (CCUFC) designation from CUNA. In his free time, Urbick enjoys traveling, boating, and exploring new places. He's looking forward to discovering all the East Coast has to offer and recently tried taking up golf.

The services of DDJ Myers, an executive recruitment firm, were engaged for this placement. The Board worked closely with DDJ Myers to ensure a well-qualified candidate was selected to step into the position as the next CEO.

Doreen Creamer Cleland, current CEO, is announcing her upcoming retirement. After a long and rewarding career working with members at IBEW 26 FCU she is looking forward to retiring. Cleland will stay briefly to welcome and onboard Urbick in his new role as CEO. Keep an eye out for an upcoming message from her in the November newsletter.



## **Manage Your Credit With Confidence**

A Personalized Solution For You

Staying on top of your credit has never been easier. Access your credit score, full credit report, credit monitoring, financial tips, and education. All of this without impacting your credit score.

You can do this ANYTIME and ANYWHERE and for FREE.

Benefits of Credit Score:

- Daily Access to Your Credit Score
- Real Time Credit Monitoring Alerts
- Personalized Credit Reports
- Special Credit Offers
- And More!

It is easy to get started. So enroll now!

**Login into mobile or [online banking](#).**

**Look for this Button on the right:**

"See my Report" or "See my Score Today"

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### Looking for a Loan?

Contact Patty at [pahstrand@ibew26fcu.com](mailto:pahstrand@ibew26fcu.com) or call 301-306-0610.

[You can also apply online 24/7.](#)

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### Ameriprise Long Term Care Program

IBEW 26 FCU is pleased to welcome back [Yvonne H Bass, CLTC](#) as our trusted partner representing Ameriprise Financial Services, LLC. Ms. Bass will be working with members who are interested in the Ameriprise Long Term Care Program. Long term care is a variety of services designed to help those who can no longer care for themselves for extended periods of times. We have worked with Ms. Bass through the years and she has provided valuable long term care products to many of our members.



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### Traveling?

- Please call our office to provide travel dates for debit & credit card use -- this can prevent your card being shut off due to suspicious, out-of-state activity: 301-306-0610.
- Please note that only credit cards can be used internationally (and require travel date notification).



## Account Safety Tips!

**Be on alert:** phishing attempts may occur as fraudsters try to trick cardholders into providing any missing confidential details to perpetrate fraud. Cardholders should never give out full card numbers, passwords (either to bank or merchant accounts), social security numbers, or other sensitive information over the phone.

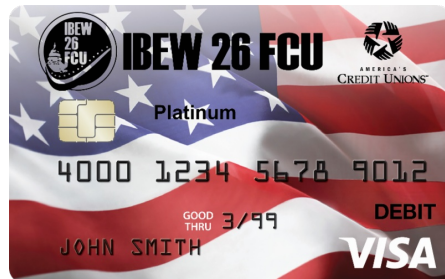


IBEW 26 FCU AMERICA'S CREDIT UNIONS

**Change your password often and use a strong combination of characters, numbers and symbols!**



Pay it Safe with IBEW 26 FCU! [More safety tips](#)



### **Have Your Ordered a New Debit or Credit Card?**

Please note that new debit and credit cards arrive in the mail in a plain, unmarked envelope, which may be confused for spam. If you've ordered a card, check all envelopes that come in the mail!

### **Keep Your Account Safe!**

- Download [Card Valet](#) to turn your card on and off, and set parameters.
- Never swipe your card if the chip declines, as this can lead to higher risk of fraud.
- Request an anti-skimming card protector to be mailed to you at no cost.



Take control of your cards  
and your finances

Download The CardValet® app  
to set up controls and alerts today.

Learn more

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## Access Your Account 24/7:

- [Online Banking](#)
- [Mobile Banking and Mobile Deposit](#)
- [Surcharge-Free ATM Locator](#)
- Telephone (M-F 8:30am-4pm): 301-306-0610
- Toll Free (M-F 8:30am-4pm): 1-888-306-0610
- Audio Response: 800-724-7573 (pin is last 4 of primary account holder's social security number)
- Debit Card Lost or Stolen (24/7): 833-305-5912
- Debit Card Fraud (24/7): 833-305-5913
- Debit Card Activation and PIN (24/7): 1-800-992-3808
- VISA Platinum Credit Card (24/7): 877-602-8968
- VISA Platinum Credit Card International (24/7): 571-325-3434
- Email: [information@ibew26fcu.com](mailto:information@ibew26fcu.com)

:: Electronic mail is not secure, and confidential or personal information should not be communicated in this manner ::

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## Upcoming Holiday

Closed on Friday, November 10th in observance of Veterans Day

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## Thank you for your continued support!

Doreen Cleland  
CEO

### Contact Us

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Lanham, MD 20706

[www.ibew26fcu.com](http://www.ibew26fcu.com)

Local phone: 301-306-0610  
Toll free: 888-306-0610  
Audio response: 800-724-7573  
Email: [information@ibew26fcu.com](mailto:information@ibew26fcu.com)

Office Hours:  
Monday - Friday 8:30am to 4:00pm



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