

Planning to use your Columbia CU Visa® debit or credit card while traveling?

Use Card Manager or give us a call first.



If you're planning to use your Columbia CU debit or credit card while traveling, log in to set a travel notice in Card Manager or call us to provide the following information so we can note it to your account:

- All states and countries you'll be visiting.
- Dates of your travel.
- Phone number we can most easily reach you to verify transactions during your travel.

IMPORTANT: Due to high fraud and federal restrictions, transactions are prohibited in some countries. Please contact us to check if your destination is on the blocked country list.

What you need to know for smooth travel:

- ALWAYS carry more than one form of payment such as debit card, credit card and cash.
- Verify your cards do not expire during your travel dates. Contact us to receive a new card at least two weeks before your trip.
- Use your PIN whenever possible when making purchases.
- Monitor your account through online banking or mobile banking daily.
- Many ATMs do not offer the option of withdrawing money from savings accounts. Make sure your checking account has sufficient funds.
- To help protect against fraud, daily ATM and purchase limits are placed on your card. Ask us about your limits so you can plan your purchases accordingly.
- Always get a receipt in case you need proof of a billing error.
- Carry your card issuer(s) phone numbers in case you run into problems using your card while traveling.

Important Columbia CU Visa debit and credit card phone numbers:

Debit Card:

Lost, stolen or declined debit cards	800-699-4009
M-F 8 am – 6 pm	
After hours, weekends and holidays	800-554-8969
International Collect	973-682-2652
24/7 Fraud Detection Message Center	800- 262-2024 or 877-253-8964

Credit Card:

Platinum & Plantium Rewards 24/7	
Customer Service/Lost or Stolen Cards	855-515-9061
Platinum & Plantium Rewards	
International Collect	301-945-5773
Signature CashPlus 24/7	
Customer Service/Lost or Stolen Cards	855-650-7859
Signature CashPlus 24/7	
International Collect	301-837-8419