

## Attention Fidelis Debit and Credit Card Holders

**The issues we were experiencing with our Debit and Credit Cards over the last few days has been resolved.**

Thank you for your patience and grace. We are extremely sorry for the inconvenience that the issues we encountered caused you and your family.

Information that may be helpful to you with your new cards:

- If you would like to change your PIN number please call 1-866-762-0558 within the U.S.
- If you try to use your PIN number more than three times, and get a notification that you have too many PIN tries, please contact us we can correct the issue for you.
- If you did not receive a new Debit or Credit Card, please contact the Credit Union and we can provide a new card for you.
- If you are using your new card in a mobile wallet for example, Venmo, Apple Wallet, Google Pay, or others, and receive a card denial please make sure to remove your old card completely from the wallet and re-enter it. This should resolve the issue.
- As always, if you experience any difficulty in using your Debit and or Credit Card, please contact us by phone at 303-424-5037 or at by email at [loans@fideliscu.org](mailto:loans@fideliscu.org).

**We are truly Blessed to have you as a member of Fidelis!**