

# Remote Banking Services from VCCU



Mobile App\*



ATM



Online Banking



Night Drop



Member Service Center

805.477.4000  
cuadmin@vccuonline.net

	Mobile App*	ATM	Online Banking	Night Drop	Member Service Center
<b>Withdraw Cash</b> Debit card limit up to \$1000 per day	-	✓	-	-	-
<b>Cash Checks/Deposit Checks With Cash Back**</b> If qualified, \$200 is immediately available	<b>Step 1</b> Use Remote Deposit Capture to deposit check	<b>Step 2</b> Use ATM to get cash	-	-	<b>Step 3</b> Call MSC to review and possibly remove holds on check deposits
<b>Deposit Checks**</b> Same day posting if using Night Drop during branch hours	✓	✓	-	✓	-
<b>Deposit Cash</b> Immediately available with VCCU ATM deposit	-	✓	-	✓	-
<b>Consumer Loan Payments</b> #1 Deposit checks or cash to account	Use Remote Deposit Capture to deposit check	✓	-	✓	Call MSC to review and possibly remove holds on check deposits
#2 Transfer payment from account to loan	✓	-	✓	-	✓
<b>Mortgage Loan Payments</b>	✓	-	✓	✓	✓
<b>New or Replacement Debit Card</b>	-	-	-	-	✓
<b>Wire Transfers</b> Download form from website	-	-	-	✓	✓
<b>View Balances/Account History</b>	✓	✓	✓	-	✓
<b>File a Dispute or Fraud Claim</b>	-	-	-	-	✓
<b>Stop Payments</b>	-	-	Personal checks only	-	<ul style="list-style-type: none"> <li>• Personal checks</li> <li>• Cashier checks</li> <li>• ACH</li> <li>• Debit</li> </ul>
<b>New Loan or Credit Limit Increase</b>	✓	-	✓	-	✓
<b>Open New Membership</b>	✓	-	✓	-	✓
<b>Open New Share</b> Savings, Checking, Money Market, CD	✓	-	✓	-	✓
<b>Account Maintenance or Other Inquiries</b>	✓	-	✓	-	✓
<b>Make Branch Phone Appointment</b>	-	-	✓	-	✓
<b>Large Cash Withdrawals (over \$1000)</b> Call for assistance	-	-	-	-	✓
<b>CC Cash Advances for VCCU Cards Only</b>	✓	-	✓	-	✓

## OTHER

### Notary Service

Temporarily not available

### Medallion Service

Temporarily not available

### Change Pin on Debit Card

Call 888.891.2435

## Non-member services are temporarily not available.

Member service emails will be answered by the next business day. Email us at [cuadmin@vccuonline.net](mailto:cuadmin@vccuonline.net).

\*NOTICE: DO NOT send personal or account information via this standard email. This email box is not secure and confidential information should not be communicated in this manner. Secure email can be sent through Online Banking and the Mobile app.

## ATMS AND NIGHT DROP AT ALL VCCU OFFICES

### Ventura

6026 Telephone Road

### Oxnard

2160 N. Rose Avenue

### Camarillo

711 Daily Drive, Suite 100

### Moorpark

510 E. Los Angeles Avenue

### Thousand Oaks

18 W. Thousand Oaks Blvd.

### Simi Valley

2680 Tapo Canyon Road

### Port Hueneme

687 W. Channel Islands Blvd.

### The Collection at RiverPark

691 Town Center Drive

## MEMBER SERVICE CENTER HOURS

Visit [vccuonline.net](http://vccuonline.net) for up-to-date Member Service Center hours.

## ATMS NATIONWIDE

Nearly 30,000 fee free CO-OP Network ATMs; Ventura County Target stores, 7-Eleven stores, and Rite Aid locations in Santa Barbara and Ventura Counties.

Visit us online for full list of surcharge free ATM locations.



Download the VCCU App from the App Store or Google Play



Use VCCU Mobile Payments to pay for goods and services from your phone: Apple Pay, Google Pay, and Samsung Pay.



\*Mobile service provider data rates and fees may apply. May hold RDC checks that total \$1,500 or higher. Call MSC to review and possibly remove holds on check deposits.

\*\*The RDC option may not be available for state of California unemployment checks or stimulus checks. Please use the ATM or Night drop.



ACCESS YOUR ACCOUNT AT [VCCUONLINE.NET](http://VCCUONLINE.NET)

### PHONE

805.477.4000 Main  
800.339.0496 Toll free

### FAX

805.339.4226

### TELEPHONE TELLER

24 hour access to your account  
805.339.4222  
800.339.0497 Toll free

### MAILING ADDRESS

PO Box 6920  
Ventura, CA, 93006

### TO REPORT LOST OR STOLEN CARDS

Credit/Debit/ATM  
805.477.4000 Main  
800.339.0496 Toll free