Lost/Stolen Card, Password, or Personal Identification Number (PIN), or Unauthorized Transfers Notification

If your Empower debit or credit card, or password/PIN is lost or stolen, or you believe an unauthorized transfer has been or may be made, call the Credit Union immediately: (315) 477- 2200 or (800) 462-5000, 24 hours a day, 7 days a week. If you call after business hours, follow the prompts of the phone menu to report a lost or stolen card.

You also may notify the Credit Union in writing:

Empower Federal Credit Union
attn: Security Dept.
1 Member Way
Syracuse NY, 13212

The prompt reporting of a lost or stolen card or password/PIN may limit the amount of your liability for unauthorized transactions.