



Change of Contact Telephone Number Change of Mobile Number for Online Banking

Important Notice:

Purpose: We contact our members by telephone to respond to queries raised with us; to verify instructions we have received and if we have any concerns about activity on your account. If you avail of online banking services, your registered mobile number is used for related security measures such as receiving One Time Passcodes or PIN reminders by text.

Please note that in making contact, **we will never ask you for details such as your PIN or Password or log in details for your account.**

If you suspect any fraudulent activity from any telephone call you receive, you should end the call and verify the identity of the caller by ringing us on 01 6778648. If you are a current account holder, you can also call the telephone number provided on the back of your debit card.

*Required Fields

*Member Name:	
*Member Number:	
*Address:	
*Date of Birth:	
Day Time Telephone Number:	
*Previous Mobile Number: (To be removed)	
*New Mobile Number: Required for Online Banking	
By providing the above telephone numbers to HSSCU, I authorise HSSCU to amend my personal contact details. I understand that in updating my mobile number, this will update my registered telephone number used to receive activation codes. I understand that where not subscribed to online banking currently, in any subsequent application, this mobile number will be the default registered number unless I advise the credit union in writing to amend.	
*Signature:	
*Date:	

Note: We must hold current proof of address and identification documentation for you to complete your request. You may be asked to supply these documents so that we can comply with our legal obligations and as part of our security measures.



Internal Use:

Date received:	
Processed on:	
Completed by:	