



# Star Newsletter

## UPDATES

We remain committed to keeping you updated on how we are responding to the COVID-19 situation as it evolves. As an essential business, we strive to give you professional service in our drive up, while continuing to prioritize the safety of our members and employees. We may not be seeing you as often as before, please know that you are in our thoughts.

Stay safe and healthy!

Mountain Star FCU Staff

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Don't forget your contribution deadline is Thursday April 15, 2021.



The year 2020 has taught us to be more cautious and this should be applied to our everyday living as the new normal.

We have seen an increase in reported mail theft in our community. If you frequently mail out checks or other documents with personal identifiable information, do not attach them to your mailbox. Give outgoing mail directly to your carrier or use a local mail drop-off. Both methods work well to keep outgoing mail out the wrong hands.

**What to do when someone steals your mail.**

Check with your neighbors before you assume that your mail was stolen. It's not uncommon for mail to be delivered to the wrong address, and if you had a package delivered to your address, a neighbor might have picked it up for you to avoid theft while you were working. You may want to ask your carrier if he remembers picking up or delivering mail to you. It doesn't hurt to ask. If you suspect that your mail has indeed been stolen the next step is to file a complaint with your local police and the U.S. Postal Inspection Service. While filing a complaint doesn't guarantee that your mail will be returned, it does at least help the authorities identify geographical areas where there are issues. If the mail that was stolen contained personal information make sure to check your credit report for any suspicious activity and all bank account activity.

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**How to contact your Credit Union:**

Phone: (915) 544-2215

After hours: 1(888) 843-3207

Automated Phone: (915) 544-2216

Fax Number: (915) 533-1862

Loan Depart. Fax:(915) 544-8064

**Report a lost or stolen debit card:**

1(888) 241-2510

**Outside the U.S. call:**

(909)-941-1398

**Email:**

[memberservices@mountainstarfcu.org](mailto:memberservices@mountainstarfcu.org)

**Website:**

[www.mountainstarfcu.org](http://www.mountainstarfcu.org)

