

FAQs FOR PEA STUDENTS

(Q) What do I need to bring with me in order to open the account at Seacoast Credit Union?

(A) A GOVERNMENT ISSUED ID (A driver's license (United States only), a passport, a birth certificate, or a Social Security Card). If you are under 18 years of age an adult **MUST** be on your account.

(Q) When will I receive my debit card?

(A) You will receive your debit card 7-14 business days after the account is opened. The card will be mailed to the address you gave us on your application.

(Q) When will I receive my pin number?

(A) For security reasons you will receive your pin number a few days after you receive your debit card.

(Q) I forgot my pin number, how can I get a new one?

(A) You need to contact 603-926-5653 option 4. We can order you a new pin number; it will take 7-14 business days. You can use your card as credit to make purchases at a store in the meantime. If you lose your pin more than once, we will charge a fee of \$20 for a new pin number.

(Q) I lost my debit card, what do I do?

(A) You need to contact 603-926-5653 option 4 immediately or if it is not during business hours call 1-800-554-8969 to cancel your card. You also need to contact us at 603-926-5653 to let us know if you would like us to reorder you a new card, it will take 7-14 business days. We will charge a fee of \$20 for a new debit card after the first time.

(Q) I need to make a deposit, where can I do that?

(A) There is a drop off box located on campus by the mail room inside the Student Center. We pick up deposits from the drop box on Tuesdays and Thursdays. There is also a branch at 109 Epping Road in Exeter; it is located about one mile from campus.

(Q) I have graduated from PEA and would like to close my account, how can I do that?

(A) We need to have something in writing with a signature in order to close an account; you can:

1. Mail us a letter stating you would like to close the account and have a check for the balance mailed to, either the main address or alternate address we have on file you.
2. Send us a fax to 603-418-0239 stating you would like to close the account and have a check for the balance mailed to you.
3. Stop by in person and fill out the close account form and withdraw the funds. You are responsible for any outstanding checks that you have written and any un-posted debit card transactions.

(Q) How can I check the balance on my account?

(A) There are two ways to check the balance on your account; you will receive instructions when you open the account.

1. You can use CoastLINE 24 Hr. Account Access 603-929-3932 or 877-533-6487.
2. You can use CoastNET Home Financial Services at www.seacoastcu.org for online access.

(Q) How can my parents put money into my account?

(A) They can:

1. Mail a check to Seacoast Credit Union PO Box 1027 Exeter, NH 03833.
2. Use a bill pay system from another institution and credit the students account.
3. Wire the funds into your account. You were given a copy of the instructions upon opening you're account. If you have lost those instructions please call 603-418-0234. (There is a \$25 fee for all outgoing wires, \$5.00 fee for incoming domestic wires and a \$25.00 fee for incoming international wires received.

(Q) When will there be a representative from Seacoast Credit Union on campus?

(A) Every Thursday from 3-4PM a Seacoast Credit Union Representative will be in the Student Center to take deposits and answer questions. We will post a notice if for some reason we are unable to be there.

(Q) How do I change my address?

(A) We need to have something in writing with a signature in order to change your address; you can:

1. Mail us a letter stating you would like to change your address. Please write the old address and your new address, email address and phone numbers.

Mail to: Seacoast Credit Union PO Box 1027 Exeter, NH 03833

2. Send us a fax to 603-418-0239 stating you would like to change your address. Please write old address and your new address, email address and phone numbers.

3. Stop by in person and fill out the change of address form

(Q) Will my debit card work out of the country?

(A) Your card WILL NOT WORK outside of the United States.