

On May 1st, 2025, we will be implementing (OTP) One-Time Passcodes for certain online transactions on debit and credit cards. Please verify with the credit union, that we have a good cellular phone number for you. Otherwise, the transaction will be denied.

SOT OTP code terms and conditions for online transactions using your debit and credit card.

Please read these terms and conditions in their entirety to ensure that you fully understand prior to using this service. By using this service, you are agreeing to the terms and conditions listed below.

1. When making an online transaction that requires OTP, an OTP will be sent to the phone number registered in Industrial Employees Credit Union system. You must then enter this OTP to complete your transaction on your device's screen when transacting online. Registration for OTP service is not required. If you are not able to enter the OTP, or authentication via this service fails, the merchant online will reject your card for this transaction. You agree that Industrial Employees Credit Union is not responsible for the rejection by such merchant to accept your card payments on this basis.
2. By using this OTP service:
 - a. You agree to provide your data required for the transaction authorization process in the use of this OTP service.
 - b. You agree to keep the confidentiality of your card number and personal information that you have entered for this service. If you give someone else your passcode, you will be responsible for all claims, losses and other consequences related to all transactions taking place using this service.
 - c. You understand that the OTP service can be used only for transactions at the online merchants that are enrolled in EMV 3DS.
 - d. You agree that the credit union is not liable for losses arising from your failure to comply with these terms and conditions.
 - e. You understand that messages and data rates may apply for using this service.

