

Privacy Policy

Transtar Federal Credit Union, your member owned financial institution, is committed to providing you with competitive products and services to meet your financial needs and to help you reach your goals. We are equally committed to protecting the privacy of our members. Under federal law, we are required to give you this Privacy Notice. It describes our credit union's Privacy Policy and practices concerning the personal information we collect and disclose about our members. It also includes information about the parties who receive personal and sometimes nonpublic information from us as we conduct the business of the credit union.

If you have any questions about this privacy notice, please contact:

Transtar Federal Credit Union
Attn: Privacy
12930 Northwest Freeway
Houston, Texas 77040

Third Party Link Disclosure

Our Website has a number of links to other third party sites. These links to external third parties are offered as a courtesy and a convenience to our members. Transtar Federal Credit Union is not responsible for the content of such websites and does not endorse or guarantee 3rd party links. The products and services offered on 3rd party sites are not products of Transtar Federal Credit Union. Therefore, Transtar Federal cannot attest to the accuracy of information provided by the linked sites and assumes no responsibility for the content, safety, security, or privacy of any such site or any transactions you conduct through them.

COMPLAINT NOTICE

At Transtar Federal Credit Union, we appreciate the opportunity to personally resolve any issues that are brought to our attention in a quick and efficient manner. If you have a problem with the services provided by this credit union, please contact us at:

Transtar Federal Credit Union
12930 Northwest Freeway
Houston, TX 77040
Phone: 832-201-0190

However, a member may elect to seek resolution from the National Credit Union Administration (NCUA) and the contact information is provided for your convenience. If any dispute is not resolved to your satisfaction, you may file a complaint against the credit union by contacting the Nation Credit Union Administration at:

Nation Credit Union Administration

1775 Duke Street

Alexandria, VA 22314-3428

www.mycreditunion.gov

Computer Fraud and Abuse Act of 1986

Unauthorized use of Transtar's website or online banking products is strictly prohibited and is subject to prosecution under the Computer Fraud and Abuse Act of 1986 and Title 18, U.S. Code Sec. 1001 and 1030. Transtar Federal Credit Union may monitor and audit usage of this system. All persons are hereby notified that the use of this system constitutes consent to such monitoring and auditing.

USA Patriot Act Disclosure

To help the government fight the funding of terrorism and money laundering activities, Federal Law requires all financial institutions to obtain, verify, record information and identify each person who opens an account.

What this means for you: When you open an account, we will ask you for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.