



General Questions

Who can join Insight Credit Union?

Membership is open to anyone who lives or works in the following Central Florida counties:

- Brevard
- Citrus
- Columbia
- DeSoto
- Dixie
- Gilchrist
- Hardee
- Hernando
- Highlands
- Lake
- Levy
- Marion
- Orange
- Osceola
- Pasco
- Putnam
- Seminole
- Sumter
- Suwannee
- Taylor
- Volusia

Membership is also open to anyone who contributes to the Insight Community Foundation, Inc. Church members, employees, and members of the clergy in the Episcopal Diocese of Central Florida, the Episcopal Diocese of Southeast Florida, the Episcopal Diocese of Southwest Florida or the Episcopal Diocese of Florida and their family members are also eligible for membership.

In addition, by becoming a member of one of the following Foundations, you become eligible for membership in the credit union. A \$25 tax-deductible donation to one of these Foundations is all you need to make to become a member.

- The Educational Foundation of Lake County
- The Foundation for Seminole County Public Schools
- The Foundation for Seminole State College
- The Foundation for Orange County Public Schools

How do I get more deposit slips?

Click [here](#) to print your own deposit slips. You can also visit one of our branches or contacting a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328

How can I order checks?

You can order checks by visiting one of our branches or contacting a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328.

How can I request a stop payment?

You can request a stop payment through Insight Online, by calling a Financial Services Representative, or by visiting one of our branches. To access Insight Online, enter your User name and password, and follow the login procedure. Once you have successfully logged in to your account select All Services, then Stop Payment from the options that appear and enter the correct information in the fields provided.

How do I initiate an ACH (Automated Clearing House) transaction?

To initiate an ACH transaction, contact a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328.

What is Insight Credit Union's Transit Routing Number (ABA Routing Number)?

The Transit Routing Number (ABA Routing Number) for Insight Credit Union is 2631 81229.

How can I order a copy of a check?

To order a copy of a check visit one of our branches or contact a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328.



How can I send a wire transfer?

To initiate a Wire Transfer to another financial institution, you can download, print and complete the appropriate forms from the list below. Then simply fax the forms to the Wire Department at 352.241.9748.

Domestic Wires (within the US):

[Domestic Wire Transfer Form](#)

[Domestic Wire Transfer Form Instructions](#)

If you have questions while completing the wire transfer forms, please contact a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328.

How can I report a Visa debit card lost?

If your **debit card** has been lost or stolen, please call toll-free 888.843.8328.

If your **credit card** has been lost or stolen, please call toll-free 800.654.7728.

How do I dispute charges on my Visa debit card?

To dispute charges on your Visa debit card, please call toll-free 888.843.8328 and select Option 4.

How can I reorder a damaged Visa debit card?

To reorder a debit card, or credit card, visit one of our branches or contact a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328.

How do I change my address on my account?

You may change your address by logging into Insight Online. Once you have successfully logged in click on **Settings** and then **My Account Profile**. Select **Residential Address**, enter the updated information and click **Save Changes**. Additionally you can download the Address Change Form below, complete it and drop it off at any branch, mail it or fax the form to 407.838.0702.

[Address Change Form](#)

How do I add/remove a beneficiary/joint owner on my account?

When adding/removing a joint owner/beneficiary on your account you will need to fill out an Account Change Card. In addition to the primary owners information to be filled out at the top of the form, the following information for the parties being added or removed will be required.

- Joint owner/Beneficiaries name
- Social Security Number
- Birthdate
- Current Address
- Signatures of all owners on the account

Account Change Cards are available at all branches or you can download it from the link below. Once you have completed the card you may take it along with copies of ID's for all those signing the card to any branch, or you can mail it in. If you have further questions please contact a Financial Services Representative at 407.426.6000 or toll-free 888.843.8328.

[Account Change Card](#)

How do I report an unauthorized debit card transaction on my account?

In the event that you notice an unauthorized debit transaction on your account, please call toll-free 888.843.8328 and listen closely to our menu options as they have changed.



How do I activate my new debit card?

When you receive a new debit card, you should call Insight Credit Union at 407.426.6000 or toll-free 888.843.8328 anytime Monday – Friday from 8:00am to 6:00pm EST or stop by your nearest branch during normal business hours. Just let a Financial Services Representative know you need to activate your new debit card, and he or she will take care of the rest. This information will be listed on a sticker on the front of your new debit card when it arrives in the mail as well, but if you have any questions, feel free to contact us.

If coming in to a branch or calling isn't convenient, you have other options to activate your card —perform a PIN-based transaction. That means you can use the card at a point-of-sale terminal or any ATM location other than ATMs owned by Insight Credit Union. Once you perform this PIN-based transaction, your card will be activated.

If you have any questions regarding your debit card or any other Insight Credit Union service, please stop by any branch location or call 407.426.6000 or toll-free 888.843.8328.