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PRESS RELEASE

TDECU Improves Member Security with System-Wide ATM Upgrades

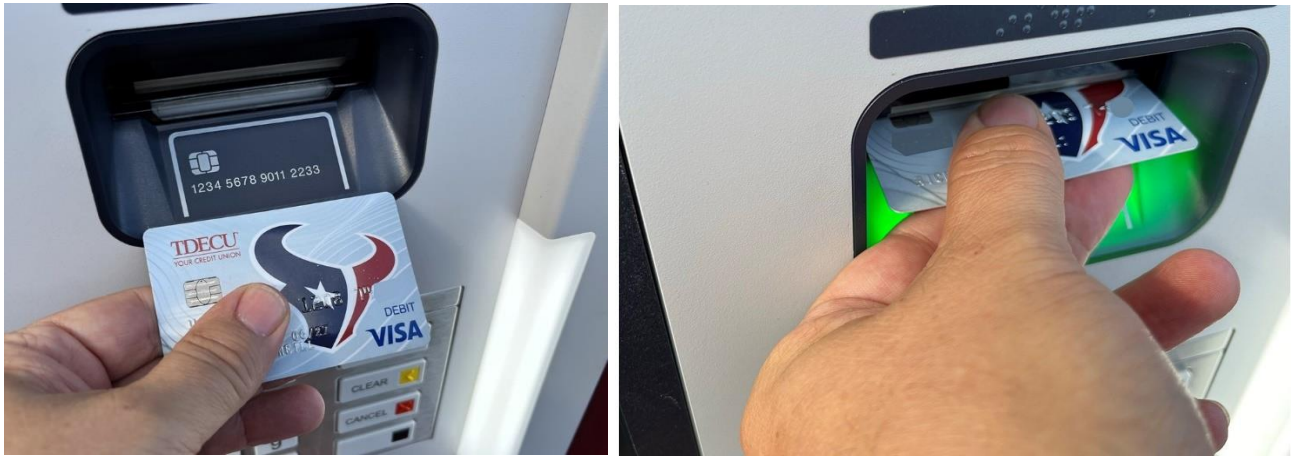
Credit union will continue to reimburse ATM fees until September 13, 2024



Photo courtesy: TDECU

TDECU, Houston's largest credit union, will continue to extend ATM fee reimbursements at non-TDECU locations to all its Members for one more month as it enters the final stages of its ATM upgrade project. The not-for-profit credit union is upgrading its entire ATM system with new machines that boast innovative technology designed to provide greater financial security for Members.

Members may experience some logistical delays as the ATM machine at their local TDECU Member Center is taken offline, but the inconvenience will lead to an improved Member Experience. In May 2024, TDECU began installing DN Series ATMs from Diebold Nixdorf, which provide the most secure self-banking experience available. The new machines feature the ActivEdge Premium reader, which requires users to enter cards long-edge first. This prevents the installation of skimmers (devices that steal ATM card information) while additional detection technology can provide real-time alerts and stop fraudulent activity before it starts.



TDECU's new ATMs require users to enter cards long-edge first.
Photos Courtesy: TDECU

“Protecting our Members is our top priority and when we realized the security these new ATMs provide, we knew we had to make the change,” said Ashish Chopra, TDECU’s Chief Information and Technology Officer. “We have shifted to an ATM-as-a-service model and know that if one of our machines goes down, we can rely on Diebold Nixdorf to repair it quickly. This is something our Members deserve.”

The upgrade covers all TDECU ATMs, including those located inside Buc-ee’s locations, and is scheduled to be completed by September 13, 2024.

In addition to TDECU reimbursing any ATM fees a Member incurs by using machines at other banks during the upgrade, Members always have access to more than 55 thousand fee-free ATMs nationwide through the Allpoint Network. Members who need to make deposits when a local ATM is not available are encouraged to deposit checks from anywhere using the TDECU mobile app or drop off cash or checks in the Night Deposit Box at the nearest Member Center.

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About TDECU | Founded in 1955, TDECU is a not-for-profit financial cooperative with more than 376,000 Members and over \$4.8 billion in assets. TDECU currently has 39 service locations, including 35 Member Centers, and offers a complete selection of convenient, innovative, and competitive products and services, including a full suite of deposit products as well as mortgage, auto and personal loan products, online and mobile banking. TDECU also offers, through its subsidiaries, retirement planning and wealth management, personal and business insurance products. Members can also access a worldwide network of over 55,000 surcharge-free ATMs. For more information visit [TDECU.org](https://www.tdecu.org) or call (800) 839-1154.