

Currency Exchange FAQ

Benefits of purchasing foreign currency before you travel

- Choose from over 100 foreign currencies
 - No minimum or maximum dollar requirements
 - Secure delivery options to your home, business, or selected branch location (UPS or FedEx)
 - Foreign currency can be sold back to eZforex
 - Save up to 3% on credit card surcharges overseas
 - Purchase prior to departure and avoid escalated fees and inflated exchange rates in airports, hotels, and banks
 - Option to select either a foreign currency amount or US currency amount
 - Funds can be pulled directly from your credit union account
- * No foreign coins can be purchased or exchanged

Ordering & delivery

- Available for credit union members only
- Orders can be placed at a branch or online, if placed online, purchases and exchanges will be mailed to the home address on file. Orders placed at one of our branches can have the order shipped to that particular branch or the home address on file.
- When using eZforex online for the first time, you'll need to register your information and then authenticate your account by phone or online banking. You will receive an enrollment code online, keep this code until the end of authentication, then follow given instructions.
- ALL packages shipped to a residential address will require a signature upon delivery
- Shipping and handling fee of \$14.50 is applied for both purchases and exchanges
- Orders are delivered via UPS or FedEx. UPS will attempt to deliver 3 times before returning the package to eZforex
- Any order over \$500 (US) shipped to the business will require a signature at the time of delivery
- Next day delivery for orders placed before 2 PM. After 2 PM, will be second business day
- If you need to cancel an order, please contact the branch by 12pm
- The credit union adheres to all currency transaction reporting regulations
- Members exchanging foreign currency will be credited in 7-10 business days.

Foreign currency purchases through e-Banking

- Foreign currency purchases can be placed online, but exchanges are not permitted.
- Make the choice to have your purchase delivered to your home, or business.
- Funds will be debited from your credit union account. Please specify your Member Number and Share ID in the account field
- Please ensure all information entered is correct and sufficient available funds are in your account
- Exotic foreign currency may take additional business days to be delivered. A warning will notify you if this is the case.
- A transaction receipt will populate after your order is complete. Please print for your records
- Receive instant email confirmation of your transaction once your order is complete
- If you need to cancel an order, please contact the Member Services department by 12pm at 800-749-9732

GTFCU / ACU are not liable for any incorrect information entered through e-Banking.