

EFCU Financial MasterCard® Credit Card Change in Processing Frequently Asked Questions

Why is a change happening with my credit card?

EFCU Financial has decided to bring our MasterCard® credit card processing in-house to be more streamlined for our members. All contact about your EFCU Financial credit card going forward will be with local, EFCU Financial staff.

In addition, you will be able to pay your credit card payment within Online Banking via our website at efcuFINANCIAL.org and via our Mobile App.

When will this change take place?

June 18, 2018.

Will I get a new credit card?

Yes. New cards will be mailed in early June. Your new credit card will not work until June 18, 2018. You can activate and begin using your new card on June 18, 2018. Even though your new replacement card will have the same card number (unless you are joint cardholder) as your current card, the expiration date on the front and the security number on the back will be different. On or after June 18, 2018, you will need to update payment information for recurring charges to your new replacement card information.

What is changing about my credit card?

- Your card expiration date will change.
- The toll-free number printed on the back of the card will change. The new toll-free number will be: 800-963-3328.
- Your security code on the back will change.
- Joint cardholders will no longer have the same card number. Each individual on the account will be issued their own card number, expiration date and security code.

Because my spouse and I are being issued 2 separate cards, does that mean we'll get 2 separate statements in the mail each month?

No. You will receive one joint statement each month and will still have one monthly payment.

Will I receive a separate credit card billing statement or will the information be included on my regular monthly checking/savings account statement?

Yes. You will continue to receive a separate billing statement for your credit card just as you do now. All credit cards will cycle on the 21st of each month, so you will receive your credit card statement just a few days after that.

Will this change affect where I mail my monthly credit card payment?

Yes. Beginning with your June statement, you will mail your credit card payment to EFCU Financial:

**EFCU Financial
P.O. Box 91001
Baton Rouge, LA 70821**

What will happen if I forget and mail my credit card payment to the "old" address for payments after June 14, 2018?

Payments made after June 14, 2018 but prior to September 14, 2018 to the address of P.O. Box 672051, Dallas, Texas 75267-2021 will be forwarded to EFCU Financial in Baton Rouge by the former processor. However, turnaround time could be up to 17 business days and may result in

your payment posting late, thus resulting in a Late Fee and additional accrued interest. Payments made after September 14, 2018 to the address of P.O. Box 672051, Dallas, Texas 75267-2021 will be returned to you as undeliverable mail.

I received a letter that stated: *For all transactions (including new purchases) the FINANCE CHARGE is computed by applying the daily periodic rate to the actual daily balance.* Does this mean that I will now be charged a finance charge if I pay off my balance completely each month?

No, the calculation is changing for times when finance charges apply. You will still not receive finance charges if you pay off your balance monthly.

Will this affect my Rewards points?

No. Your Rewards points will not be affected by this change. You will still be able to earn and redeem your points as you have been doing.