



January 27, 2021

IMPORTANT VISA CREDIT CARD NOTICE OF CHANGE

Dear PSCCU Cardholder;

We would like to inform you of the upcoming changes to your Puget Sound Cooperative Credit Union (PSCCU) VISA Credit Card.

Effective March 22, 2021, PSCCU is moving all credit card accounts to a new platform. Below are details of the changes and events that will occur as we change credit card processors:

Important Dates:

- Your current credit card will stop working on **March 22, 2021** at 3:00 AM PST.
 - You can activate and start using your new card on **March 22, 2021** at 4:00 AM PST, *(you will not be able to activate or use your new card until this time).*
 - Effective **March 22, 2021**, if your card is **lost or stolen**, you should contact the Credit Card Call Center at:
 - Toll Free Number inside of the US 888-999-3360
 - International Number 1-531-233-6394
1. All cardholders will be receiving a new card with a new credit card number. Joint cardholders will be issued replacement cards with their own unique card number. The new cards will be sent out approximately 2-3 weeks before the effective change date.
 2. Your new card will include the latest chip technology including support for contactless transactions. Contactless means you don't have to insert your card into the payment terminal, instead, you tap your card on any terminal accepting contactless cards.
 3. Payment Options - You can mail in your payment, pay through online banking, via phone, or at one of our four branches. Payments by mail should be sent to
 - P.O. Box 2711, Omaha, NE 68103-2711
 - 6400 Main Street, Suite 200, Amherst, NY 14221 *(Overnight only)*
 4. If you pay your VISA account via automatic ACH payment, or via a Bill Pay option you will need to verify the payment is going to the correct address and referencing the correct card number if using.

5. If you have any payments automatically set-up using your current VISA Card number, please contact your merchants to update to your new VISA Credit Card number on March 22, 2021 after 4:00 AM PST.
6. Platinum Cardholders will be able to access their ScoreCard Rewards benefits through www.scorecardrewards.com with their existing log in credentials. However, those cardholders that have not previously created log in credentials, will be required to register their new cards at first. The Pointopia App, and Premium Payback services such as, Fuel Rewards and PayPal, SMS, and Walgreens points redemptions will continue working and will not require any additional set ups.

7. Change in Fees.

Effective March 22, 2021 we are adding/increasing the following fees:

- Card Replacement Fee: \$10.00
- Emergency Card Replacement Fee: \$200.00
- Rush Fee - \$60.00
- Statement Reprint: \$2.00
- Merchant Copy Retrieval Fee: \$50.00

You will be receiving additional information from us closer to the effective date with details on how to access your account online. But don't worry it will still be a simple one step process via our on-line banking or if you are not yet set up for on-line banking via a direct access cardholder website.

If you have any questions, please email us at askus@psccu.org or
call at 425-283-5151 or 800-273-1550 (in WA State).

Sincerely,

Your PSCCU Team