AUFCU DEBIT CARDS
SWITCHING FROM VISA TO MASTERCARD
SEPTEMBER 2018

We are excited to bring you added benefits and security with your new AUFCU Debit Mastercard coming in September 2018. Visit bit.ly/GuideToBenefits for details about the new benefits with Mastercard.

Important Information...
1) Check your mail for more information about the conversion. Two weeks before your new AUFCU Debit Mastercard is mailed, you will be receiving a pre-notification letter about the conversion.
   Please contact us to make sure we have your current address.
2) When your new AUFCU Debit Mastercard is received, you may activate the card immediately by calling 1-866-985-CARD (2273).

Answers to questions you may have...

1) Why are you replacing my existing VISA Debit Card?
Your new Debit Mastercard will help us serve you better by providing you with added benefits you can use every day at no cost to you.
2) Is there any cost to me?
No, your new card will have no annual fee, just like the VISA Debit Card it is replacing.
3) Will my PIN remain the same?
You will be creating a PIN during the activation process. This may be a new PIN number or the same one you are used to using today, but you will need to go through the process of creating one during the activation of the card.
4) When will I receive my new Mastercard?
You should be receiving your new card within the first week or two of September 2018. When it arrives, simply Call to Activate, Sign the Back, and Destroy the old VISA Debit Card.
3) Immediately after activating your card, you will be prompted to CREATE YOUR NEW PIN NUMBER. You will be able to change your PIN an unlimited amount of times throughout the life of the card by calling the same number, 1-866-985-CARD (2273).
4) Notify any merchants that automatically bill your current AUFCU VISA Debit Card and provide them your new AUFCU Debit Mastercard number.
5) If I have multiple accounts, will each account receive a new card?
Yes. Each personal checking account that currently has a VISA Debit Card linked to it will be reissued a new AUFCU Debit Mastercard. If you receive more than one card, call customer service at 334-844-4120 to find out which checking account(s) each card is linked to.
6) I have merchants that have charged my old VISA card monthly. Will I have to notify these merchants?
Yes. You will need to contact all merchants with which you have automatic charges and provide them with the new card number.