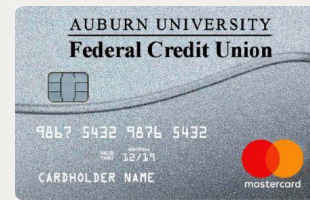


AUFCU CREDIT CARDS

SWITCHING FROM VISA TO

MASTERCARD

FEBRUARY 19, 2018



KEY DATES

- **FEBRUARY 8, 2018**
- New credit card (Mastercard) will be mailed
- **FEBRUARY 12, 2018**
- New PIN will be mailed
- **FEBRUARY 19, 2018**
- Activate your new Mastercard Platinum

Security Reminder:

NEVER share your PIN with anyone.

Auburn University FCU will NEVER ask for your PIN. If you receive an unsolicited call, text, or email asking for your PIN or other personal account information, do not respond.

WHAT TO DO?

- 1) CALL** 1-800-456-6870 to activate your new Mastercard Platinum on February 19th
- 2) SIGN** the back of your new Mastercard Platinum
- 3) CUT UP** and discard your old VISA card
- 4) NOTIFY** Merchants of your new card number if they automatically bill your credit card

Your new MasterCard Benefits...



NEW! Chip Technology

improves the global usability and security of your card as more merchants at home and abroad switch to advanced chip card terminals.



NEW! Mastercard Global Service™

provides 24 hour a day, seven day a week assistance with lost and stolen card reporting, emergency card replacement, emergency cash advance, as well as assistance with locating ATMs.¹



NEW! Mastercard Airport Concierge™

provides a Meet and Greet agent to assist with flight connections plus, at select airports, expedited security/immigration processing.



NEW! Extended Warranty

doubles most manufacturer or U.S. store brand warranties for up to one additional year.¹



NEW! Price Protection

can refund the difference if you buy something and then see it advertised for less within 60 days of the date of purchase.¹



NEW! Identity Theft Resolution Services

assists you with credit bureau notification and credit card replacement and provides you with an ID Theft Affidavit should you become the victim of Identity Theft.¹



NEW! Mastercard Priceless® Cities

offers unique access and special experiences so you can enjoy more of the cities you love.



Zero Liability

means that in the event that your card is used to make unauthorized purchases—whether made in a store, by phone, or online—you won't be held liable.²

Answers to questions you may have...

1. Why are you replacing my existing card?

Your new Mastercard will help us to serve you better by providing you with added benefits you can use every day.

2. Is there any cost to me?

No, your new card will have no annual fee, just like the card it replaces.

3. Will my rates or fees change in any way?

No, the interest rates and other credit card terms outlined in your Cardholder Agreement will remain unchanged.

4. Why will my new card contain a microchip?

Auburn University Federal Credit Union is moving to chip technology because it provides more security and ease of use in other countries and has become standard in the U.S.

5. When will my new card arrive?

You can expect to receive your new card within 2 weeks. On Monday, February 19, 2018, simply:

- Call to activate
- Sign the back
- Destroy your old card

Also contact any merchants who automatically bill your existing card to provide your new card number.

6. Who can tell me more?

If you have other questions, inquire at any branch or give us a call at 1-800-808-7230.

7. If I have multiple cardholders, will each receive a new card?

Yes. All cards will be sent to you as the primary accountholder. When you call to activate your card, the additional cards will also be ready to use.

8. Will I have online access to view my new Mastercard's account balance and statements, make payments, etc.?

Yes. You may continue to use ezcardinfo.com for online access.