

# Important Information Regarding Your Premier Credit Union Debit Card.

September 11, 2013

#### Dear Member:

Premier Credit Union is excited to announce we will be issuing Real Time VISA® debit cards to replace our current MasterCard® debit card.

What does this mean for you? Real Time transaction processing means that your VISA® debit card transactions will be reflected in your available balance immediately after you complete a purchase (delays do apply depending upon the merchant's level of technology). Your available balance is what will determine whether a transaction is approved or declined.

Your current MasterCard® debit card will be replaced with a new Visa® debit card beginning November 4, 2013. The new Visa® debit cards will begin mailing October 21, 2013. Instructions for the activation of your Visa® debit card will be provided at that time. You will be able to use your existing PIN number on the new Visa® debit card!

Please also note that your existing MasterCard® debit card will no longer work as of November 12, 2013. Your new Visa® debit card cannot be used until it has been activated. Therefore, it is very important that you activate your new card on or after November 4, 2013. If you have not received your new card(s) by October 31, 2013, please contact the Credit Union.

Your card number and expiration date will be different, so, you will need to update your account information for any recurring payments on your card such as gym memberships, bill payments and subscriptions. Please contact each of these merchants to assure that your payments continue to be processed accurately and in a timely manner.

If you have any questions regarding these changes to your debit card, call, visit our website or stop by one of our branch locations. For additional information, please refer to the Frequently Asked Questions at the bottom of this page.

Sincerely,

Premier Credit Union Cards Department 515-282-1611 www.PremierCU.org

## **Important Dates**

- **Beginning October 21, 2013** New cards start to arrive in the mail.
- October 31, 2013 Call us if you have not received your new card(s).
- November 4, 2013 Activate and begin using your new Visa® debit card.
- November 12, 2013 Last day your current MasterCard® debit card will work.

### www.PremierCU.org

#### Main Office

800 9th Street Des Moines, IA 50309 Phone (515) 282-1611 (866) 273-9938 Fax (515) 282-5497

#### **Ames Office**

520 Grand Avenue Ames, IA 50010 Phone (515) 232-2329 Fax (515) 232-2376

#### **West Des Moines Office**

1301 Grand Avenue West Des Moines, IA 50265 Phone (515) 282-1611 (866) 273-9938 Fax (515) 224-2383

### **Skywalk Office**

Greater Des Moines Partnership Building 700 Locust - Skywalk Level Des Moines, IA 50309 Phone (515) 282-1611 (866) 273-9938





## **Frequently Asked Questions:**

## What will happen if my MasterCard® debit card expires in October?

If your card expires in October you will receive your replacement MasterCard® debit card in October. You will continue to use it until you begin using your new Visa® debit card November 4th.

## Why are we changing to a new Visa® Debit Card?

To better serve the membership, the credit union needed to move to a debit card product that would consider your current available balance when granting an authorization whether it is a debit, ATM or Point-of-Sale transaction. In order to do this, it was required that new cards get issued.

#### What does Real Time mean?

Your Visa® debit card transactions will be reflected in your available balance immediately after you complete a purchase. Delays do apply depending upon the merchant's level of technology. Your deposits may also be reflected in your available balance immediately. ATM deposit holds and other holds may apply.

## Will my PIN number change?

Your PIN will remain the same as it is with your current debit card.

## How do I activate my new card?

When you receive your new Visa® debit card in the mail, you can activate it by calling the Activation # 866-590-4793. Once you activate your card, simply sign your name on the back and start using it beginning November 4th.

## Will my card information be the same?

The expiration date and account number on the new Visa® debit card will be different, so, you will need to update your account information for any recurring payments on your card such as gym memberships, bill payments and subscriptions. Please contact each of these merchants to assure that your payments continue to be processed accurately and in a timely manner.

## Is my CREDIT CARD changing?

No. Only the debit cards are being replaced.

## What will my new Visa® debit card look like?

Your card will be blue with the Visa® logo.

