



New Mastercard replacing Everett CU Visa® Credit Card FAQs

Q: Why are you replacing my existing card?

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

Q: Is there any cost to me?

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

Q: Do I need to update my account number with merchants I have setup with reoccurring charges?

A: *Yes, contact any merchants who automatically bill your existing card to provide your new card number.*

Q: If I have reoccurring payments setup do I need to update the information?

A: *Yes, contact your financial institution to update your credit card number for reoccurring payments.*

Q: How will I access my new Mastercard online?

A: *Log into Members Plus online banking at memberspluscu.org. Select "Additional Services" and then select Mastercard. Add your new card number under Manage Cards. If you need assistance with registering for online banking please call 781-905-1500.*

Q: When will I receive my new card?

A: *You can expect to receive your new card within 2 weeks.*

Q: If I have multiple cardholders, will each receive a new card?

A: *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.*

Q: Will there be a period of time when I cannot use the card?

A: *Yes, the old card will be shutdown on August 3rd. There will be a period of time with no credit card service on August 3rd.*

Q: When can I begin using my new card?

A: *The card can be activated and start using on August 4th. Be sure to sign the back and destroy your old card on August 4th.*

Q: Will the interest rate or fees be changing?

A: *No, the interest rate and other credit card terms outlined in your Cardholder Agreement will remain un-changed.*

Q: Will my PIN number be changing?

A: *Yes, the PIN number will be changing. A new PIN number assigned with a PIN mailer will be sent out. You can call the PIN Now line at 1-888-886-0083 to set up a unique PIN number.*

Q: Will the due date change?

A: *No, the due date will continue to be the 27th of each month.*

Q: How will I see past history?

A: *Contact the credit union for previous statements. The past history or statements will not be available online.*