

New Visa Credit Card Important Information



Timeline

Early September

Existing Visa Credit cardholders will receive their new card by mail.

Saturday, September 16

Last day to use the old Visa Credit Card.

Sunday, September 17

First day to activate and begin using the new Visa Platinum Credit Card.

Contact Information

New Credit Card Activation: 1-800-631-3197
(starting Sunday, September 17)

Optional to Set PIN: 888-886-0083

Credit Card Member Services: 866-614-0282

New Payment Mailing Address:

PO Box 37603

Philadelphia, PA 19101-0603

Frequently Asked Questions

Q: Why is my Credit Card account changing?

In the interest of providing our members with a Credit Card that offers new benefits and exceptional value, we have decided to upgrade our Credit Card product. The new Credit Card offers improved services and more conveniences than the previous Credit Card.

Q: What are the benefits of the new Credit Card?

Your new contactless card allows you to easily tap to make purchases. We'll also have an online site and mobile app dedicated to your Credit Card. You will be able to add a travel notification, lock/unlock your card, enroll in eStatements, set alerts and controls, etc.

Q: Will my Credit Card number change?

Yes, you will have a new Credit Card number. If you have any recurring automatic payments such as streaming services, utilities, or a gym membership, you will need to notify the companies of your new Credit Card number and expiration date.

Q: Can I continue to use my old Credit Card? When can I start using my new Credit Card?

Your old Card will remain active through Saturday, September 16th. Starting on Sunday, September 17th, you may activate and begin to use your new Card.

Q: Will my credit limit change?

No, your existing credit limit will apply to the new Credit Card.

Q: Will my payment date change?

The payment date will remain the same (the 13th of every month). As a reminder, if the 13th falls on a weekend or holiday, your payment must be completed on or before the business day prior.

Q: What will happen to my current balance?

Your existing Credit Card balance will be transferred to the new Credit Card account.

Q: Is the Annual Percentage Rate (APR) the same?

Yes. The APR for the new Visa Platinum Credit Card will be the same as your previous Visa Classic Credit Card.

Q: I have automatic payments set up. Will I need to make any changes?

If you had set up automatic payments directly through the credit union from your Regular Share (savings) or Share Draft (checking) to your Visa, then no further action is required.

Online Bill Pay – If you set up recurring payments either through the CSe-Banking online Bill Pay service or through your online Bill Pay service at another financial institution, please be advised that our payment mailing address has changed and is listed above under “Contact Information.”

Q: Will I also receive a new Visa Debit Card?

We will only be replacing Visa Credit Cards. If you have a Visa Debit Card, you may continue to use your existing Debit Card.