

Coosa Valley

CREDIT UNION

Experienced. Always Nearby. Anyone Can Join.

Q: Why am I getting a new card?

A: As part of our commitment to providing you with the finest value and most competitive credit card products, we are updating our card program and issuing new cards.

Q: Will my account number change?

A: Card security is a top priority for us. To help protect your account from fraud, you will receive a new account number and expiration date.

Q: What will happen to my account balance?

A: All balances will transfer automatically to your new card account.

Q: Will I get a new card limit?

A: You will continue to enjoy the same credit limit on your new card.

Q: Will my rates change?

A: Your rates will continue to be competitive. Please refer to the *Important Changes to Your Account Terms*, which was mailed to you, for questions about your rates and other pricing information.

Q: Will my payment due date change?

A: Your due date may change slightly. If you wish to select a new payment due date, you may contact Cardmember Service after you receive your first statement.

Q: Do I need to do anything to get my new card?

A: There is nothing you need to do. Your new card will be mailed to you automatically. When you receive it, be sure to activate it immediately and destroy your old card.

Credit Card Conversion

Frequently Asked Questions

Q: Will I need to update my Personal Identification Number (PIN)?

A: Yes. When your new card arrives, you will receive information on how to quickly set up your new PIN.

If you have a business card with cash advance privileges: A new PIN will be established and mailed to you directly.

Q: Are mobile purchasing options available?

A: Yes. With select Apple® and Samsung devices, as well as new Android® phones, you can make purchases without swiping your credit card.

Your new card should arrive soon

- **Call the toll-free number on the card to activate it.**
- **If you have a business card, simply sign your new card and begin using it right away.**
- **Remember to destroy your old card.**
- **Sign the back and it's ready to use.**

If you use your card to automatically pay bills, be sure to update your new card information with the companies that bill you.

Credit Cardmember Service:

Consumer Cards: 1.800.558.3424

Business Cards: 1.866.552.8855