

FREQUENTLY ASKED QUESTIONS

Why am I receiving a new Credit Card?

SAN DIEGO FIREFIGHTERS FEDERAL CREDIT UNION is changing the credit card processor to better serve your needs. This change requires that a new card be issued.

Will my interest rate change as part of this conversion and card issuance?

No. Your interest rate and other terms in your account will not be changing.

Will I have a new PIN number so I can access cash with my new credit card?

You may select your unique PIN by calling the number on the activation label and choosing the correct option.

My existing card does not expire for quite a while; can I continue using my existing card until expiration?

No. **Your existing card will not work after 2/24/2020.** Instructions will come with your new card to ensure it is ready to use on or after **2/10/2020.**

My spouse and I both have SAN DIEGO FIREFIGHTERS FCU Visa credit cards but I only received one card in the mail. Will my spouse be receiving a new card?

Yes, as a security feature, all cards being issued with this conversion will have a unique number and will arrive separately. However, you will continue to receive only one billing statement, regardless of the number of cards on the account.

What do I need to do if I have preauthorized or recurring payments that are tied to my existing SAN DIEGO FIREFIGHTERS FCU Credit Card?

To ensure there is no interruption with recurring or preauthorized payments (such as monthly utility bills, insurance payments, club dues, etc.) **contact the merchant by 2/24/2020 with your new card number and expiration date.**

Will I need to send my payment to a new location after the conversion?

The new address will be included on the statement. If you pay this bill through online bill payment, you will need to update the mailing address to **San Diego Firefighters Federal Credit Union, P.O. BOX 2711, Omaha, NE 68103-2711 after 2/24/2020**, to ensure that your payment reaches the processor by your due date. If you pay this bill by check include your payment stub with your check and mail to **San Diego Firefighters Federal Credit Union, P.O. BOX 2711, Omaha, NE 68103-2711**

I set-up my monthly Credit Card payment as an automatic ACH transfer, payroll deduction, or recurring transfer. Do I have to make any changes?

To ensure there is no interruption in automated payments, contact the provider of this service (i.e., another bank or bill pay service) by 2/24/2020 with your new card number and payment address **San Diego Firefighters Federal Credit Union, P.O. BOX 2711, Omaha, NE 68103-2711**

Will my previous card history transfer to my new card so that I have access to the information if needed?

Your previous card history will be retained for customer service inquiries. However **you will not be able to access statements/history online after 2/24/2020, so we recommend you save the statements to your computer or print hard copies, before this date.**

Will the fraud security alert phone number change?

Yes, the new number will be **855-671-0133 or 301-837-8431** This is the number that will appear on your caller ID if we need to contact you regarding possible fraud activity involving your account.

Will my Preferred Rewards points transfer over to my new VISA card?

Yes. Any rewards points that you have earned with your current VISA card will transfer over to your new card.

Questions? View your account information online at www.sdffcu.org or call our **Customer Service Center at 855-671-0133 or 301-837-8431.**

Send Billing Inquiries and Correspondence to:

Card Services, PO Box 183258, Columbus, OH 43218-3258