

Looking For More Information?

Here are some frequently asked questions about our new Members Choice Visa Debit Card

Q. Why am I receiving a new card?

A. We are transitioning the Members Choice Debit Card from Mastercard to Visa, which provides added card features and benefits. We hope you'll enjoy the enhanced services of Visa.

Q. What is changing and what do I need to do?

A. This card replaces your existing Debit Mastercard which will expire on July 13th. You'll need to activate your new Visa debit card on July 13th, and destroy your Debit Mastercard. The new card comes with a new card number, expiration date and security code so you'll need to update any merchants who automatically bill your account with this new information. This may include your wireless, cable and/or internet providers, insurance companies, highway toll accounts and online merchants you shop at regularly among others.

Q. Are there additional costs or fees associated with this new card?

A. No. Your account terms will all remain the same.

Q. Will my PIN change?

A. Yes. You'll be creating a new PIN when you activate your card.

Q. When will I get my new card?

A. Your new Members Choice Visa Debit Card will arrive around the end of June or beginning of July. When it does, please be sure to keep it in a secure place until activation day.

Q: When should I activate my new card?

You Should Activate your new Visa Debit Card on July 13th. You can activate your new Visa Debit Card by calling 800.631.3197 from your primary phone number. You will also choose a new PIN. You should also update merchants who automatically bill your account with the new card number, expiration date and security code.

Q. When can I start using my new card?

A. You can activate and begin using your new Members Choice Visa Debit Card on July 13th.

Q. Can I still use my current Members Choice Debit Mastercard?

A. Only until it is deactivated on July 13th. You should activate and begin using your new Visa Debit Card on July 13th to avoid any declined purchases.

Q. What should I do with my Members Choice Debit Mastercard?

A. Once you've activated your new Visa Debit Card on July 13th, destroy and discard your Debit Mastercard.

Q. What will happen with automatic/recurring bill payments on my card?

A. You'll need to contact any merchants who regularly bill this account and provide your new account number, expiration date, and security code. This may include your wireless, cable and/or internet providers, insurance companies, highway toll accounts and online merchants you shop at regularly among others.

Q. My new card hasn't arrived yet? Should I be concerned?

A. If within the time frame specified, no, not at this point. Your card should arrive no later than July 13th. If you haven't received your card by July 13th you should call us at 800.834.0082.