

# **New Visa Credit Card – FAQs**

## **When will my new Visa Credit Card Arrive?**

*Your new Visa Credit Card will be mailed on February 2, 2018. It can take 7-10 days to receive your new card.*

## **When can I activate my new Visa Credit Card?**

*You can activate your new card on (or any time after) February 17, 2018.*

## **When can I begin using my new Visa Credit Card?**

*You can begin using your new Visa Credit Card on February 17, 2018.*

## **When can I no longer use my current Visa Credit Card?**

*Your current Visa Credit Card can no longer be used beginning on February 17, 2018.*

## **Is there a new payment mailing address?**

*Yes, the new payment mailing address is: PO Box 37603, Philadelphia, PA 19101-0603. When you receive your new card you will need to update your Online Bill Pay if necessary.*

## **What if I have recurring transactions charged to my visa credit card?**

*You will have a new Visa Credit Card number. Please make sure to update those payments with your new Visa Credit Card Number. For example: gym memberships, Netflix, cell phone.*

## **How Do I access my Visa Credit Card information online?**

*You can access your Visa Credit Card Account information by signing into Home Banking at [www.educu.org](http://www.educu.org), and choosing “cards” from the menu (this is the only online option for accessing your card information. If you need assistance with Home Banking please contact us).*

- Important! You will not be able to access your credit card information online beginning Friday, February 16 – Monday, February 19, 2018 – during this time we will be transitioning to our new card systems. We apologize for any inconvenience.***