

## Your New CUA Give Back Credit Card Will Arrive Soon!



October 9, 2018

<<First>> <<Last>>  
<<Address>>  
<<City>>, <<State>> <<Zip>>

It's time to convert your Central Kansas Credit Union (CKCU) Visa Credit Card to the Credit Union of America card program. Please read this information carefully so the transition is seamless and convenient for you. There will also be a copy of this information at [www.CUofAmerica.com/CKCU](http://www.CUofAmerica.com/CKCU) for future reference.

- **October 25 - Your new CUA VISA® credit card will arrive** over the next couple weeks, but no later than October 25. If you wish to set a Personal Identification Number (PIN) you can do that when you call in to activate the card on November 9. PINS are not mandatory. Every account will receive a new and unique number. Card numbers will be the same for *all* cards on the same credit card account.
- **Once you receive your new card, please update any automated payments scheduled for November 9 or later** with your new number. Update the card number with the payee. i.e. insurance, gym membership, phone/cable. The card should show in your online banking prior to November 9, but the balance will show \$0 until shortly after the conversion is completed.
- **Register the new card via CUA's online banking** if you wish to access your account information online. Login to online banking, click on your credit card account, click Services, then Manage a Card, then "add card" and complete data.
- **Sign-up for CUA Visa eStatements** if you wish to receive statements in this manner. Once your card is registered, you can sign-up for Visa eStatements by clicking the Statements & Activity tab within your Visa account page, then "Go Paperless".
- **November 6 –Last day to make a payment on your CKCU card number** at a branch or online.
- **November 8 –**
  - **Last day to access/print/save CKCU VISA transaction history and past VISA statements online.** This information will not transfer to CUA online. CKCU VISA history/past statements can be requested at any CUA office or by calling during normal business hours after November 8, 2018.
  - **Last day to use your CKCU card,** balances will transfer to your new card.
- **November 9 – Activate your new card first. Then destroy your CKCU card.**
- **November 9 – First day to use your new CUA card!** You'll earn CUreward points with each eligible purchase. Redeem points online for travel and merchandise!
- **By November 16 –** You'll receive a final statement on your CKCU card. Minimum payment will be due December 5, 2018.

*Welcome to Friendly*

- **First week of December – You will receive CUA’s Terms & Agreement.** Read carefully, it explains, rates, fees, and expanded benefits associated with the new card. Your current CKCU terms and rates will apply thru January 26, 2019.
- **December 26** – First CUA statement is mailed or notice emailed. First due date is not until January 20, 2019.
- **January 27, 2019 – New CUA terms and rates go into effect.**
- **Need a credit line increase?** Request at [www.CUofAmerica.com](http://www.CUofAmerica.com) or call us at 1.800.256.8049, press 3.
- **Want to transfer balances from other (non-CKCU) cards to your new card?** Easy and quick in online banking, starting November 9. Register your new card online, first. Click on your card account, click Services, click Balance Consolidation.
- **Payments November 9, 2018 and after:**
  - o Transfer from another CUA account in online banking to your Visa – instantly at no cost, payment is reflected in online banking the next day.
  - o Or, access your credit card account via your CUA online dashboard, click on Payments, then Make a Payment – by 5:00 p.m. Central Time for same business day posting, free.
  - o U.S. Mail by 13th of month to:
    - Credit Union of America
    - ATTN: Electronic Services – Give Back
    - PO Box 660493
    - Dallas TX 75266-0493
  - o For last minute payments by phone, 24/7, at 1.866.820.5887, \$5.00 fee

## Please enjoy these added features of your new CUA Give Back card:

**No Annual Fee, nor dormant fee**

**One (1) CUREward Point earned for every dollar spent on purchases.** Register your card with CUREwards and then redeem Points online for travel and merchandise. Access CUREwards through your online visa account by clicking on the CU Rewards button on various pages of your visa account screens with no extra logins, or [www.CuRewards.com](http://www.CuRewards.com), login required.

**CUA’s Giveback program contributes** to local classroom grants, college student scholarships, and continuing education scholarships for healthcare workers, at no added cost to the cardholder! CUA donates a portion of all interest paid from the card program into these community Give Back projects. CUA has donated over \$205,000 to our communities through these programs.

If you have additional questions, please contact our card services department during normal business hours, M-Sat. at 1.800.256.8049, press 3.

Welcome to Friendly,



Dan Umscheid  
Assistant Vice President  
Support Services