

MFCU VISA PRODUCTS

FAQ's

Question	Answer / Details
Why am I receiving a new card?	MariSol has upgraded our credit and debit card programs. We are now with Visa. You will have access to tap and digital wallets. You will be able to see your credit card balance and history on our mobile app. You can also now use your cards at Costco. In addition, the Visa Classic Credit Card will no longer have an annual fee. The Visa Platinum Credit Card will have enhanced benefits. The new benefits are paid for by MariSol and include: • Trip Cancellation and Interruption • Trip Delay Reimbursement • Baggage Delay Reimbursement • Travel and Emergency Assistance Service • Ride Share Protection • Extended Warranty Protection • Return Protection • Purchase Security
What are the Important Dates to know?	• New cards will be mailed during the first week of October. • Cards need to be activated by October 14.
When will I receive my new card?	The new cards will be mailed in the first week of October. It is important that you activate your new card(s) right away. The Mastercard credit and debit cards will stop working on October 14. Don't delay. Call us at 602-252-6831 ext. 8501 if you need help activating your card.
How to activate?	Follow the instructions on the sticker on your new card. Call 1-833-400-3155 and follow the prompts. Your call will be activated. You can also change your PIN.
Will my current card continue to work?	Once you receive your new card(s), activate it. Your current card(s) will not work after October 14. Again, if you need help with the activation, please call us at 602-252-6831 ext. 8501.
What if I do not receive a new card?	If you do not receive a new card, please contact us at 602-252-6831 ext. 8501.
Will my PIN change?	Your PIN will change with the new card. You can reset it to what you want it to be when you activate the new card. Call 1-800-400-3155. You may also call us at 602-252-6831 ext. 8501 for additional assistance.
Will my direct deposits and ACH payments change?	Your direct deposits to your account based on the account number will not change. Your member account number will not be updated. The payments are associated with the account number and not the card number.
Joints or authorized users?	Each cardholder will receive a new card, and each new card will need to be activated.
Will my card number change?	Yes. The new cards will have new numbers. Once it is activated, please contact anyone you have automatic payments with to change the number, the expiration date, and the three-digit code. If you do not, transactions made after October 14 will be denied. For example, Amazon, Walmart, subscription services, streaming providers, utilities, insurance payments, online stores, memberships, etc.
What happens to my current credit card balance?	The balance will be transferred to your new card. You do not need to do anything. Remember, one of the new benefits is the ability to see your card balance and history using our online app.
What should I do with my old card?	Destroy it. For your protection, once the new card is activated, securely destroy your old card by cutting through the chip, the magnetic stripe, and the card number.