



Brazosport Teachers FCU
VISA® Member Services
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April 29, 2021

Key Dates

May 19, 2021 – New BTFCU VISA® debit cards mailed.

June 7, 2021 – Old VISA® debit card becomes inactive.

Begin to look for your new card in the mail after May 19th. Continue to use your existing card until June 7, 2021. On or after that date, you will need to call to activate new card as your existing card will no longer work.

***** Coming Soon! *****

A new and improved BTFCU EMV VISA® Debit Card!

Dear Valued Member & Cardholder,

Brazosport Teachers Federal Credit Union (BTFCU) is excited to announce improvements to our VISA® EMV debit card program coming **June 7, 2021!**

On **June 7, 2021** we will be converting to a new debit card processor. This will mean a few changes to your account, and we want to make sure you know exactly what's happening. Most importantly your existing debit card will no longer work after June 7th and you will need to make sure to locate and activate your new card on this date.

Your new debit card will come with the following features:

- ✓ **24/7 Cardholder Service:** In an emergency you can call (800) 472-3272 day or night to cancel your card.
- ✓ **Online Access:** Real-time debit card information, including transactions and pending activity.
- ✓ **Increased Security & Control:** Featuring free CardValet® mobile app access for instant fraud prevention with easy, convenient card control for your BTFCU VISA® debit and MasterCard® credit cards. Turn your card on and off quickly and easily in the event you lose your card, restrict access within a range of your location, set spending limits, alerts, and more! Available in the Apple App & Google Play stores. Also, enjoy convenient text notifications & enhanced fraud authentication protection on your card.

What to Know:

- **New cards will begin mailing out on May 19, 2021.** Please allow 7 to 10 business days for delivery. If you do not receive your new card by June 4, 2021, please call us at (979) 265-5333.
- **You will continue to use your old card until the June 7th conversion date.** You will not be able to activate the new card until that date.
- **New cards will be mailed to all active cardholders.** The new card will have a new number, CVV number and expiration date.
- **Like your existing card, the new card will have EMV (or chip) technology.**
- **Your old PIN will not work with the new cards.** You will be able to call and select your unique PIN by following the instructions on the activation label sticker on your new card.
- **Any preauthorized or recurring payments tied to your current debit card will need to be updated with the new card information.** To ensure there is no interruption in recurring charges (such as monthly phone, electric, gas, internet, etc.) please contact the merchant prior on or after June 7, 2021 with your new card information. Recurring charges scheduled prior to the June 7th conversion date will still post to your existing card.

We are committed to providing you with the best member experience possible and we are confident that you will be pleased with our new card offerings and added security. Please don't hesitate to contact us if you have any questions or concerns prior to or after conversion. If you experience any issues or problems activating or using your new card, please contact a Member Service Representative at (979) 265-5333 or (800) 472-3272 after hours.

Thank you for choosing BTFCU!

BTFCU Member Service Team

"SMILE!" – Serving Members Inspires Lasting Excitement!