



March 29, 2023

TO: Autotruck VISA Credit Card Holder

RE: New Visa Credit Card Coming Soon

Key Dates To Remember

April 10, 2023 - Your new Autotruck Visa Credit Card will be mailed to you

April 20, 2023 - Last day electronic recurring payments will post to your current Autotruck Visa Credit Card

April 24, 2023 - Your current Autotruck Visa Credit Card becomes inactive

April 24, 2023 - You can now activate your new Autotruck Visa Credit Card

Fraud Security Number 833-763-2013

This is the number that will appear on your caller ID if we need to contact you regarding possible fraud activity on your account. Please add this number to the Contacts List on your mobile phone.

Autotruck is excited to announce the launch of our new Visa Credit Card Program and we want to make sure you know exactly what's happening.

- Your new Visa Credit Card will be mailed on April 10, 2023. (Please allow 7-10 business days for delivery.)
- **Your current Autotruck Visa Credit Card will become inactive on April 24, 2023.**
- **You can activate your new Autotruck Visa Credit Card on April 24, 2023.**
- New cards will be mailed to all existing cardholders in good standing, regardless of whether they are primary or secondary cardholders. Please note: your credit card number and your expiration date will change for each card on the account.
- If you plan to use your card at any ATM, you will be required to use a Personal Identification Number (PIN). You can select your unique PIN during the activation of the card or call at a later time to select your PIN.
- A Recurring Activity Checklist is on the back of this letter to assist you in updating any recurring payments or credits that will need to be transferred to your new card.
- If mailing a check April-May, please include your payment stub with your check and mail to Autotruck Financial Credit Union, 7651 Jefferson Green Way, Louisville, KY 40219. After April 24, 2023 the permanent mailing address for payments will be:

Autotruck Financial Credit Union
P.O. Box 2711
Omaha, NE 68103-2711

You can also make your Visa payment with Online Access on our web site or the Mobile App by transferring the funds from another account to your Visa Card account.

- If via a bill pay service, automatic debit or automatic transfer - **Action is required.** Remember to update your account information, payment address, or transfer request information when the first statement for your new card arrives.

We have a Frequently Asked Questions link on the Credit Card page on our web site.

If you have any additional questions please call us at 800-459-2328.

If you have questions or inquiries on or after April 24, 2023, please call Cardholder Service anytime 24/7 at 800-320-0117.

• **24/7 Cardholder Service:** Call 800-320-0117 (toll free U.S.) or 531-262-5260 (International) for balance inquiries, payment information, transaction history, statement requests or to dispute a charge.

• **eCS – Electronic Customer Service:** Use our Mobile App or login to Online Access on our web site, www.autotruckfcu.org. Then click on the Visa credit card link to sign up for electronic access to your Visa account. You will be able to obtain real-time credit card information, including transactions, pending activity, payment information, statements, custom e-mail alerts, and choose e-statements.

Recurring Activity Checklist

The account number and expiration date on your new card will change along with the CVV/CVC code on the back. It is extremely important to update your account information on all recurring charges or credits that you have authorized on your Autotruck Visa credit card.

Please Note: Payments that normally post on or before April 20, 2023, will still occur on your existing card.

For payments posting after April 20, 2023, you MUST update any payment information.

Beginning April 24, 2023, you MUST update your payment with your new card information for each item you pay using your Autotruck Visa credit card. See the helpful chart for a list of common recurring payments.

Do you make any of these payments with your Autotruck Visa Credit Card?	Y/N
Prescriptions	
Utility or cable bills	
Cell phone bills	
Amazon, PayPal, iTunes	
Subscriptions/Gym Memberships	
Loans or Tuition Payments	
Insurance Premiums	
Mortgage	
Hulu, Netflix, Sling, Disney Plus	
Other	

Once we launch the new Visa Credit Card program on April 24, 2023 we encourage you to apply for one of our new card offerings such as our new Saver Visa Card or our new Rewards Visa Card.

As always, our goal is to provide you with the very best in products and services and we thank you for your patience throughout this process.

www.autotruckfcu.org

Main Office: 7651 Jefferson Green Way • Louisville, KY 40219
Eastpoint Office: 13210 O'Bannon Station Way • Louisville, KY 40223

Bowling Green Office: 1475 Campbell Lane • Bowling Green, KY 42104
Glasgow Office: 1003 West Main Street, Suite D • Glasgow, KY 42141

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