

## Most Commonly Asked Questions

### **Why the new card**

Q. Why is my account changing?

A. We have changed our credit card program and will be using ELAN Financial Services. Elan Financial Services will be the new creditor and issuer of your new card.

Q. When will I receive my new card?

A. You will be receiving your new cards after 10/22/2021

Q. When can I start using my new card?

A. When you receive your new card you will want to activate it right away. Check the sticker on the back of your card. You can visit the website or call Cardmember Service to activate your card. Remember to destroy your old card.

Q. Will my credit card account number change?

A. Yes, you will receive a new account number. You will need to update any reoccurring bills, automatic billing with your new account number.

### **Rewards**

Q. What will happen to my current rewards balance?

A. Your current rewards balance will appear on your new credit card account and you will continue to earn credit card rewards points.

Q. How do I redeem my rewards points?

A. In December you will be able to redeem your credit card rewards points. Points can be redeemed online through [www.myaccountaccess.com](http://www.myaccountaccess.com), ELAN App or calling the Rewards Center at 1-800-229-8864

### **Payments**

Q. How do I make my payments to my new card?

A. Payments can be set up

Auto Pay – Contact Cardmember Services at 1-800-558-3424

Pay Online through the ELAN APP or website

Pay by Phone – Can be done through the phone number on the back of your card.

Pay by mail – Cardmember Service

PO Box 790408

St. Louis MO 63179-0408

**Branch payments will no longer be accepted post conversion**