

## FREQUENTLY ASKED QUESTIONS

### **Why am I receiving a new credit card?**

Utica Gas & Electric FCU is changing the credit card processor to better serve your credit card needs. This change requires that a new card be issued.

### **Will my interest rate change as part of this conversion and card issue?**

No. Your interest rate and other terms on your account will not be changing.

### **Will I have a new PIN number so I can access cash from my credit card?**

Your old PIN will not work with the new card. You can select your unique PIN by calling the number on the activation label and choosing the PIN option.

### **My existing card does not expire for quite a while; can I continue using my existing card until expiration?**

No. Your existing card will not work after 4/26/2021 at 6:45 a.m. EDT. Instructions will come with your new card to ensure it is ready to use on or after 4/26/2021.

### **Will all merchants be able to accept my chip credit card?**

Yes. Your card will be accepted at all merchant locations. The smart chip technology features credit cards with embedded chips that will help increase security and reduce fraud.

### **My spouse and I both have credit cards, and I only received one card. Will my spouse receive a card?**

Yes. As a security feature, all cards being issued with this conversion will have a unique number and will arrive separately. However, you will continue to receive only one bill, regardless of the number of cards on the account.

### **What do I need to do if I have preauthorized or recurring payments that are tied to my existing credit card?**

To ensure there is no interruption in recurring or preauthorized payments (such as monthly telephone, electricity, gas bills, insurance, clubs), contact the merchant on or after 4/26/2021 with your new card number and expiration date.

### **Will the due date for my credit card payment change?**

No. Your due date will stay the same.

### **Will I need to send my payment to a new location after the conversion?**

Yes. The new address will be included on the statement. If you pay this bill through online bill payment, you will need to update the mailing address to P.O. Box 2711, Omaha, NE 68103-2711 on or after 4/26/2021 to ensure that your payment reaches the processor by your due date.

### **I set up my monthly credit card payment as an automatic ACH transfer, payroll deduction or as a recurring transfer. Do I have to make any changes?**

To ensure there is no interruption in automated payments, contact the provider of this service (i.e., another bank or bill pay service) on or after 4/26/2021 to provide your new card number and payment address of P.O. Box 2711 Omaha, NE 68103-2711.

### **Will my previous card history transfer to my new card number so I have access to the information if needed?**

You will not be able to access statements/history online as of 4/23/2021, so we recommend you save the statements to your computer or print hard copies before this date.

### **What is UChoose Rewards®?**

UChoose Rewards® is a program that earns you points for using your Utica Gas & Electric FCU credit card. All UGEFCU credit cards with rewards are automatically enrolled in the program.

### **Do I need to register my credit card before I can start earning point?**

No, you will start earning points the first time you make a transaction with your new credit card; however, you will need to register your card before you will be able to redeem your points. To register your card, visit [uchooserewards.com](http://uchooserewards.com) and click the Register link.

### **How do I register my card?**

Please visit [uchooserewards.com](http://uchooserewards.com) starting 4/26/2021. On the right side, you will see “New to UChoose Rewards?” with a Register link. Click Register, and then enter your card number. Once your card is authenticated, it will ask to establish your user name and password. Follow the instructions as provided.

### **If I already have an account with UChoose Rewards® with my debit card, do I need to re-register?**

You have two options. If you want to combine your debit card and credit card points, then you do not need to re-register. You will be able to log into your existing account, and then add your credit card to your account. On 4/26/2021, you will see the option to add your credit card on the preference page. If you would like to keep the points separate and not have them combined, you will need to register your credit card as a separate account.

**How do I start earning points?** Every time you make a purchase with your card, you'll earn **1.5 points for every \$1.00** you spend.

**Where can I earn points?** You earn points everywhere your VISA® credit card is accepted. Participating retailers offer additional reward points for purchases made at their stores or online. A list of participating retailers can be found at [uchooserewards.com](http://uchooserewards.com).

**Where can I view my point activity?** You can access the history of your point activity through [uchooserewards.com](http://uchooserewards.com).

**When can I redeem points?** It can take up to 40 days for your points to be credited to your account. You must first accumulate 1,500 points before you can redeem them. Your points are available to view on [uchooserewards.com](http://uchooserewards.com). Here you can keep track of the points you've earned, and then shop the online rewards catalog when you're ready to redeem. A Wish List Tracker is also available to notify you when you've earned enough points to redeem a specific item.

**Can I share points with family members?** All credit cards within an account automatically earn points together. Additionally, if you have multiple credit card and debit card accounts with UGEFCU, you can link them together in a household account to earn rewards points faster.

**How much does it cost to participate?** There's no cost to participate. Membership in UChoose Rewards® is free as part of your UGEFCU credit card plan.