



## DFDFCU Credit Card Conversion Update

### Important Dates:

FEB 13th - Last Date You Can Redeem UChoose® Rewards Points

FEB 14th - New Cards Mailed Out

FEB 23rd - Last Day To Make A Payment On Your Current Card

FEB 27th - Current Card Will Be Deactivated At End of Day

FEB 27th - Activate And Use Your New Card

Denver Fire Department FCU is excited to announce our new credit card program. There will be a few changes to your account, and some important dates to remember as we transition you from your old DFDFCU VISA® Credit Card to the new enhanced program.

Your New Credit Card Will Come With The Following Features:

**24/7 Call Center:** Call DFDFCU and select option #3 (beginning February 27<sup>th</sup>) to be transferred when you need assistance regarding your card including disputing a charge, adding travel notifications, balance inquiries, and transaction history.

**Lifestyle Loyalty Rewards:** Get ready for a true rewards program including cash back, real-time redemption discounts for fuel, in-store and online purchases, travel and experiences rewards, and gift cards from nationally recognized brands.

**Contactless Payments:** Your new DFDFCU credit card allows you to make contactless payments when available at merchant locations. You just “tap” to pay.

**CardNav by CO-OP:** The CardNav app allows you to navigate when, where, and how your credit card is used. You can set location controls, turn your card on/off with ease, set threshold spending limits, include/exclude merchants, and receive notifications every time your card is used.

**Google Pay®, Apple Pay®, and Samsung Pay®:** Enjoy the convenience of using your phone to make purchases by attaching your DFDFCU credit card to your digital wallet.

### What To Know:

**Your New Card Will be Mailed on February 14<sup>th</sup>, 2022:** Please allow 7-10 business days for delivery. Any outstanding balance will automatically transfer to your new card. Your existing card will be deactivated on February 27<sup>th</sup> and your new card is available for use on February 27<sup>th</sup>.

**Update Your Bill Payments:** Remember to update any subscriptions, bills, or automatic payments you have set up once your new card is activated.

**Look for communications in following weeks that will answer many more questions you have regarding the credit card conversion.**