



DFDFCU Credit Card Conversion Update

Why Is DFDFCU Changing Its Credit Card Program?

DFDFCU is changing our credit card program based on feedback from our member/owners. You asked, we listened. The new credit card program has a 24/7 call center to support your needs at any time of the day. The program has a much more enhanced rewards program including a cash back option. Finally, the new program will ensure you have more control over potential fraudulent transactions.

Will My New Card Have A New Look?

DFDFCU's support of the Colorado Professional Firefighters Foundation will continue, and thus, we are NOT changing the look of our credit cards. Since the image will be the same, **we encourage you to leave the activation sticker on your new card until the 27th when you activate your new card and destroy your old card.**

Will My New Card Have The Same Numbers And Expiration Date?

No. Your new card will have a new number system that represents the new program and will have a new extended expiration date.

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 February 27th with your new card number and expiration date.

Will My Interest Rate Change As Part Of This Conversion and Card Reissue?

No. Your interest rate will not change.

My Existing Card Does Not Expire For Quite A While; Can I Continue Using My Existing Card Until It Expires?

No. Your existing card will not work after **February 27th**. Instructions will come with your new card to ensure it is ready to use on February 27th.

Will The Due Date For Credit Card Payments Change?

The due date on your new credit card will be the 18th of each month. You'll want to establish any auto pay for your new card to be the 18th of each month. This is a good time to verify any auto pay details from the provider (i.e., another bank or bill pay service) that your routing number, account number, amount, frequency and the new date of the 18th are all correct.

Will I Need To Send My Payment To A New Location Once I Get My New Card?

No. You will still send your payments to our Financial Center at 12 Lakeside Lane. You will also be able to make one-time payments or set up recurring payments on our MyCardInfo site.



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