



Dear Members,

Providing you the ability to make a payment on your new credit card is important to us too! Here are a few current solutions:

#1 – Log into digital banking or the DFDFCU Mobile App.

In digital banking you can select the red Pay button next to your credit card and make a payment from any of your attached DFDFCU accounts. The payment will be processed next day if it is before 2:00 PM and within 48-hours if your payment is after 2:00 PM.

In the DFDFCU Mobile App select the credit card you want to pay, select Make a Payment and work through the New Transfer screen to select the DFDFCU account the payment comes from etc. The payment will be processed next day if it is before 2:00 PM and within 48-hours if your payment is after 2:00 PM.

#2 – You don't use digital banking or the DFDFCU Mobile App OR Want to Make a Payment From Another Financial Institution:

To start, you really should use digital banking or the mobile app – did you see how easy it was above??

Log into your credit card account at <https://dfdfcu.mycardinfo.com/> (don't forget all security codes were set at 1111 for your convenience), select the red "Make A Payment" icon and begin setting up payments from your other financial institution. It is important to note the mycardinfo site does use Plaid to instant verify your other account (for your security) so you will need to work through the verification process.

#3 – Call us!

If you have an account with DFDFCU, we can process this first payment for you out of your DFDFCU account. In addition, by doing so, DFDFCU will be added to your mycardinfo site so that you can make a payment from there if you don't want to call in.

I continue to be thankful for everyone's patience as we work through this conversion with a prior processor that continued to "drop the ball." While frustrating to us all, it does provide confidence that moving was the right choice.

Finally, feel free to encourage a peer, family member, friend, to read these e-mails. Three out of four calls coming into the credit union are questions that are answered in these emails. You can save whoever you tell some frustration by letting them know the info is in the email and on our website <https://www.dfdfcu.com/CustomContent.aspx?Name=Credit Cards>

Thank you!

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President/CEO

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