Dear Members,

#1 – The Card Number in Digital Banking Does Not Match Your Card Number

We are aware the credit card number in Digital Banking and the Mobile App does not match the card you have in hand. This is a biproduct of our old provider not properly programing the link from Digital Banking and the Mobile App. We are pushing as much as possible to get this fixed but have no confirmed completion date. Please note, the numbers may not match, but you can still pay your credit card in Digital Banking and the Mobile app and the payment will be processed.

#2 – Digital Wallet

We are nearing the completion of testing and approval to launch Apple Pay®, Samsung Pay®, and Google Pay®. Once approved by the vendors, we will send an e-mail alert to the membership that you may include your new card in your digital wallet.

#3 – CardNav®

Ready for a new and improved card control app? CardNav® will soon be launched and will replace Cardvalet® for your CREDIT CARD.

#4 – Internet Explorer

We have had several calls lately that Digital Banking or MyCardInfo is not properly working. We have found all members with these problems are still using Internet Explorer. Please note, support for Internet Explorer will be retired June 15, 2022. Companies are no longer programming digital applications to use Internet Explorer. DFDFCU recommends you begin using another web browser.

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

Finally, feel free to encourage a peer, family member or friend, to read these e-mails. We still are receiving significant incoming calls with questions that are answered in these emails. You can save whoever you tell some frustration by letting them know the info is also on our website - https://www.dfdfcu.com/CustomContent.aspx?Name=Credit Cards

Thank you!

Michael Kerr
President/CEO