

MCU Debit Card Merger Q&A for Members

When will I receive my new CCU Visa Debit Card?

Your new card will arrive before 08/31/2018.

Will I receive a new card number?

Yes, your CCU Debit Card will be issued with a new card number.

What if I only had an MCU ATM card?

You will be issued a CCU Debit Card, which can be used for ATM transactions and purchases.

Will I need to update my account number for recurring charges with merchants?

Yes, you will need to contact these merchants and provide them with your new Debit Card information.

When can I start using my new CCU Visa Debit Card?

You may activate and begin using your new CCU Debit Card on 09/01/2018. Upon activation, you will select your PIN.

When should I stop using my MCU Debit Card?

You should continue to use your MCU Debit Card through Friday, August 31st, and begin using your CCU Visa Debit Card on Saturday, September 1st.

Will I be able to use my CCU Visa Debit Card outside of the United States?

Yes! Your CCU Debit Card is accepted anywhere you see the Visa logo.

CCU's fraud systems protect against debit transactions done in Iran, Cuba Burma/Myanmar, Libya, Bulgaria, Romania, Russia, Turkey, and the Ukraine.

Will my CCU Visa Debit Card work with a Mobile Wallet?

Yes! CCU Debit Cards can be used with Apple Pay, Google Pay, and Samsung Pay.

What benefits are offered with my CCU Visa Debit Card?

- No annual fee
- Automated Fraud Alerts - FREE Visa Debit Card fraud monitoring
- Card Alerts – FREE Card transaction monitoring that you control!
- Visa's Zero Liability protection insulates you from unauthorized purchases and withdrawals*
- 24-hour Member service with live representative; during normal CCU business hours call 877.275.2228 or after hours call 888.908.7833

*Visa's Zero Liability covers transactions processed through the Visa networks. To ensure your transactions are covered, sign for your purchases versus using your PIN.