

# Frequently Asked Questions



As a result of the change, we know you may have questions. We've captured some of the top Frequently Asked Questions below and would be happy to connect with you to answer any other questions you may have and to determine what card product will meet your needs.

## When will my GLOBAL PAYMENT™ Mastercard® card stop working?

The card will no longer work after May 22, 2019.

## What about my pre-authorized payments?

If you have pre-authorized payments connected to your GLOBAL PAYMENT™ Mastercard® card you will need to contact the business debiting your account directly to make alternative payment arrangements before May 22, 2019. If you need assistance with the process, please connect with us to work through the required changes.

## How will I access my account after May 22nd?

Your account (chequing, line of credit, overdraft, etc.) will continue to work the same as it did before. You can access your funds in branch, online or through an ATM using your credit union debit card. *If you do not have a debit card attached to your account, connect with us and we can set one up for you right away.*

## If I earn CHOICE REWARDS® points on my GLOBAL PAYMENT™ Mastercard® purchases, will I continue to earn points until May 22, 2019?

Yes, you will continue to earn and accumulate CHOICE REWARDS® points on eligible purchases using your existing GLOBAL PAYMENT™ Mastercard® until May 22, 2019.

## What happens to my CHOICE REWARDS® points after May 22nd?

You will have until September 30, 2019 to redeem any accumulated CHOICE REWARDS® points at [choicerewards.ca](http://choicerewards.ca). Visit or call your credit union to discuss any concerns you have related to CHOICE REWARDS®.

## I use my GLOBAL PAYMENT™ Mastercard® to book trips, rent cars, etc. What will I use now?

We recently launched a new suite of personal and business credit cards. Connect with us to discuss which card may be right for you or visit our website to view details of the full card line up.

