

## Credit Card - Checklist of Change

Take action and be aware of upcoming changes to your Collabria credit card as we transition to Mastercard®.

Aldergrove Financial members: you will keep your current Mastercard. No action required.

<b>What's changing?</b>	<b>Action required by member</b>
<p><b>Aug. 5</b></p> <p>Collabria MyCardInfo credit card website changed in appearance. Functions the same way.</p>	<p>No action needed. The website may look different, but you can still use your current username and password to login to the Collabria MyCardInfo credit card website.</p> <p>Get a sneak peek at our new credit union name, logo and colours!</p>
<p><b>Aug. - Nov.</b></p>	<p>Continue to use your current credit card until you receive your new card in the mail - there's no need to re-apply.</p>
<p><b>Aug. 26</b></p> <p>Cardholders receive a letter in the mail from Collabria.</p>	<p>Read the letter you receive from Collabria and understand the actions you'll need to take when you receive your new Mastercard this fall.</p>
<p><b>Aug. 16 - Oct. 1</b></p> <p>Cardholders prepare for changes.</p>	<p>Download your historical transaction statements from the Collabria MyCardInfo credit card website. Once your new card is activated and enrolled in MyCardInfo, you won't be able to see your previous transactions.</p> <p>Make a list of any preauthorized payments you have set up with your credit card, like Netflix, Amazon, or insurance. You'll need to re-set these up when you get your new card.</p>
<p><b>Oct. 13 - Nov. 7</b></p> <p>Cardholders receive a new Collabria Mastercard with a new look and the same benefits you have now.</p>	<p>Look for your new Mastercard in the mail around:</p> <p>G&amp;F Financial Group: Oct. 13 VP Financial: Nov. 1 Mount Lehman Financial: Nov. 7</p>

## What's changing?

## Action required by member

	Your balance, spending limit and points will all transfer to your new Mastercard. To help during this transition, your previous card will remain active for 30 days.
<p><b>Oct.. - Nov.</b></p> <p>You'll have 30 days to activate your new card.</p>	<p>Activate your new credit card once you receive it in the mail – please follow the included instructions. You'll have 30 days to activate your new card, at which point your previous card will be deactivated.</p> <p>Update information for your preauthorized payments using your new card number.</p>
<p><b>Oct. - Nov.</b></p> <p>Business account pay structures will transfer over to the new account and a new control account will be generated.</p> <p>Current ABRs will be transferred to the new credit card.</p>	<p>Business cardholders: You'll need to update the new control account when you make a payment to the new credit card.</p> <p>If the business is set up as a Consolidated Pay, you will need to set up a new MyCardInfo login for the new card.</p> <ul style="list-style-type: none"> <li>• Contact Collabria Cardholder Services to set up and get your new control account number at 1-855-341-4643</li> <li>• A new control account will be generated and communicated to all Account Business Representatives (ABRs) on the account for a payment to be applied correctly to the new credit card.</li> </ul>

## How to reach us

### Email

Send us an email and get a response within one business day.

[inquiry@gffg.com](mailto:inquiry@gffg.com)

### Call Member Hub

Monday to Friday 7am – 7pm,  
Saturday 8am – 4pm

604-419-8888

### Visit a branch

Stop by any branch and we promise you'll get a smile.

Find a branch at [gffg.com](http://gffg.com)