



Important Information About Your New VISA® Platinum Credit Card

You may begin using your MIDFLORIDA VISA® Card on June 27. Please destroy your old SCCU credit card as it will no longer work as of June 30, 2012.

When will my SCCU credit card stop working?

Your SCCU credit card will no longer function as of June 30, 2012.

How do I activate my new MIDFLORIDA credit card?

Call (877) 602-9023 from your home phone (or the phone number listed on your SCCU account record) and follow the voice prompt instructions. You will need to have your credit card and the Social Security number of the primary account holder ready.

What about my credit card statement?

Your billing cycle will remain the same however; you will receive a separate statement from MIDFLORIDA's credit card processor going forward.

Where will I need to send my payment and when?

Initially, you will receive two statements – one from SCCU (on your regular account statement) and one from MIDFLORIDA.

Activity prior to June 27:

Your credit card activity for June will appear on your SCCU account statement as always. You should pay from this statement as you would normally do (whether that is a minimum payment, partial balance payment or full balance payment) and make your payment to SCCU, the same as you have done in the past.

Activity beginning June 27 through June 30:

Your MIDFLORIDA credit card activity for June 27 through June 30 will come to you in a statement from MIDFLORIDA's card processor. **However, you will not need to make a payment on this account until your July statement** (which will include all activity from June 27 – July 31) **is sent to you in early August.**

What do I need to do if I use my credit card for automatic payments (like gym memberships, subscriptions or insurance payments)?

If you use your credit card to make automatic payments to

(over)





businesses or vendors, you will need to contact them to update your payment with your new credit card information (card number, expiration and CVV number). In many cases, you can handle this update by phone or in person at your merchant. You may begin contacting these businesses as soon as you have activated your card.



When will I receive my PIN?

Please note: A PIN is only necessary for ATM cash access (cash advance) but is not necessary in order to use the card in a normal capacity.

Your computer generated PIN (personal identification number) was mailed in advance of your card and should have been received earlier. If you no longer have your PIN mailer or did not receive your PIN, please call the Help Desk toll free at (877) 727-1ASK. The Help Desk will have Special Spin-Off hours on Sunday, July 1 from 7 a.m. to 7 p.m.

Need Help?

We've established **Special Spin-Off Hours on Sunday, July 1st** to help with this transition.

The following branches will be open from 11 a.m. to 4 p.m.:

St. Petersburg 12425 28th St. N. **Oldsmar** 3705 Tampa Rd.

Countryside 29383 U.S. Highway 19 N.
Town & Country 8708 W. Hillsborough Ave.
Central Tampa 3202 W. Waters Ave.
Brandon 710 Oakfield Dr.

The Help Desk will be available from 7 a.m. to 7 p.m., on Sunday as well.

Toll Free: (877) 727-1ASK

Email: helpdesk@midflorida.com





