

# Important Information About Your New Debit Card

You may begin using your MIDFLORIDA debit card on June 30, 2012. <u>Please destroy your old SCCU or Eastern</u> debit card as they will no longer work as of June 30, 2012.

## When will my SCCU debit card stop working?

Your SCCU (and/or Eastern) debit card will no longer function as of June 30, 2012.

### When will I receive my PIN?

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, just take your card to any branch offering Special Spin-off Hours on July 1 to select a new PIN. (See back for listing.)

Once you activate your card, your debit card can be used immediately for signature-based credit transactions regardless of whether you have received your PIN.

Please note: Your old SCCU/Eastern PIN will not work with this card. This information is not stored in any system and, therefore, could not be transferred to your new card. However, if you want to use the same PIN as before, just bring your card to a nearby location and have a new PIN established.

# How do I activate my new MIDFLORIDA debit card?

You have two activation options:

**PHONE:** Call (866) 333-9337 and follow the voice prompt instructions. You will need to have your debit card and the Social Security number of the primary account holder ready.

**ATM:** Take your new MIDFLORIDA debit card, along with the PIN (Personal Identification Number) established for the card, to any ATM and use the card with the new PIN. Once your transaction has been completed, your debit card will be activated. (Please note, this activation option is available at any ATM but will not work with a point-of-sale transaction.)

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

If you use your debit card to make automatic payments to businesses, you will need to contact them to update your payment with your new debit card information (card number, expiration and CVV number). In many cases, you can handle this update by phone or in person at your merchant. Contact your merchant beginning July 2, 2012 to ensure there's no interruption to your payment.



### **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.

Countryside29383 U.S. Highway 19 N.Town & Country8708 W. Hillsborough Ave.Central Tampa3202 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

