

Find the Answers to Your Card Replacement Questions Here.

General Questions

1. What is the card replacement project? Why is my card being replaced?

Over the last few months, we've been extremely concerned about performance issues associated with our cards. As a result of considerable investigations and testing our card vendor confirmed that an error occurred during the card production stage, which caused the Chip in some cards to deactivate when performing specific transactions.

Although all cards are not impacted, we prefer to take all precautions and replace all newly issued cards to prevent any further issues or inconveniences to our customers.

2. Who should collect a replacement card?

Replacement cards will be available to the below customer groups:

- Former Scotiabank customers who would have received debit and credit cards during the integration process.
- Legacy ECAB customers who received renewed USD credit cards with expiry date of January to March 2025.
- Persons who previously received a replacement or renewal card will be required to collect a card.

3. Where do I go to collect my replacement card?

To minimize customer inconvenience, customers will be asked to collect their new cards at specified locations based on their last name within a specified time frame.

View the card collection schedule by last name.

					COLLECTION PERIOD	
	Woods (Former Scotiabank)	High Street	Redcliffe Street	Coolidge	FROM	TO
LAST NAME STARTING WITH	A	D	R	Small Business & Commercial Customers	Wed, Dec 20, 2023	Sat, Dec 30, 2023
	B	E	S		Tues, Jan 2, 2024	Fri, Jan 5, 2024
	B	F	S		Mon, Jan 8, 2024	Fri, Jan 12, 2024
	C	G	T, U, V		Mon, Jan 15, 2024	Fri, Jan 19, 2024
		H, I	W		Mon, Jan 22, 2024	Fri, Jan 26, 2024
		J	X, Y, Z		Mon, Jan 29, 2024	Fri, Feb 2, 2024
		K, L			Mon, Feb 5, 2024	Fri, Feb 9, 2024
		M			Mon, Feb 12, 2024	Fri, Feb 16, 2024
	N, M, O, P, Q			Mon, Feb 19, 2024	Fri, Feb 23, 2024	

4. I live overseas. How will I receive my new card?

Customers living overseas can receive their replacement cards via courier.

To request your card to be sent to you, please contact our Customer Support & Digital Banking Department at [480-6186](tel:480-6186) or send a secure message via your MOREBanking/Online Banking account.

Our team is available from Monday – Sunday: 8 a.m. – 10 p.m.

5. I am unable to collect my card? Can I have someone collect the card on my behalf?

Yes. Someone can collect your card if you are unable to collect.

Please send a secure message via your MOREBanking/Online Banking account or submit a letter to the branch advising the name of the person you are entrusting to collect on your behalf. The person collecting must present their ID.

6. How do I learn more information about the card replacement process?

You may visit our website at www.ecabank.com to learn more about the card replacement. Here we provide guidance on the card collection process, information on pinning your debit card and activating your credit card. Please ensure to view our instructional videos on How to PIN your debit card on our website, social media or YouTube pages.

Additionally, you can contact us through the below channels:

Card Collection Team

Email: cardcollection@ecabank.com

Tele: 480-1541

Monday-Thursday: 8 a.m. – 3:30 p.m. & Friday: 8 a.m. – 4 p.m.

Customer Support & Digital Banking Department

Monday – Sunday: 8 a.m. – 10 p.m.

Tele: 480-6186

Or speak to one of our Customer Service Representatives at any ECAB branch.

7. Who can I call, to find out if my card is ready to be collected?

Card Collection Team

Email: cardcollection@ecabank.com

Tele: 480-1541 (Monday - Thursday: 8 a.m. - 3:30 p.m. & Friday: 8 a.m. - 4 p.m.)

8. Where do business customers collect their ECAB Business card?

Commercial, small business and relationship managed customers may collect their cards from the Coolidge branch.

Customers would have been advised via email and telephone to collect their card from the Coolidge Branch.

Customers may contact [480-5363](tel:480-5363) to address any questions.

9. I urgently need to have my replaced. How soon can I collect my card?

We understand that situations may arise where you may need to use your new card urgently. Please submit such requests to the [Card Collection Team](#) so arrangements can be made to collect your card.

Card Collection Team

Email: cardcollection@ecabank.com

Tele: 480-1541

Monday-Thursday: 8 a.m. – 3:30 p.m. & Friday: 8 a.m. – 4 p.m.

Or

Customer Support & Digital Banking Department

Tele: 480-6186

Monday – Sunday: 8 a.m. – 10 p.m.

Or submit your request to one of our Customer Service Representatives located at any ECAB branch.

10. Can I request to have my card be collected from another branch?

Yes. Customers have the option to collect their card at another branch. Such changes can be requested via the Card Collection Team.

Email: cardcollection@ecabank.com

Monday-Thursday: 8 a.m. – 3:30 p.m. & Friday: 8 a.m. – 4 p.m.

11. What should I do with my old card?

Your old card should be destroyed. You can cut the card with a scissors and discard.

12. Does my card allow contactless payments?

Yes, your card can be used to make contactless payments. Perform a chip-and-PIN transaction to initiate your card's contactless feature.

