

Find the Answers to Your Renewal Card Questions Here.

VISA AAdvantage® (ECD) Co-branded Credit Card

1. What is the new Visa AAdvantage Co-branded Credit Card?

Your Visa (**EC Dollar**) renewal credit card will be co-branded with the American Airlines allowing you to earn American Airlines AAdvantage® miles and redeem your miles on American Airlines, oneworld alliance partner airlines and other approved AAdvantage® programme participants.

Visa (**EC Dollar**) credit card customers, who are not currently registered in the AAdvantage® programme will also be issued our new VISA AAdvantage® co-branded card and will be automatically enrolled into the programme from November 2023.

2. Will my existing AAdvantage account be attached to the new Visa AAdvantage Co-branded Credit Card?

Existing AAdvantage® Cardholder programme members will continue to earn and redeem miles on their existing AAdvantage® account, when performing transactions with your new Visa AAdvantage® co-branded card.

New AAdvantage® ECAB Cardholders

We recognize that some customers may already be a member of the AAdvantage® Loyalty Program, independent of being a ECAB cardholder. Therefore, to ensure that your existing AAdvantage® account is linked to your new Visa AAdvantage® co-branded card, kindly send an email to cardservices@ecabank.com on or before **October 25, 2023**, advising us of your card account number, your AAdvantage® account number and your name as registered on your AAdvantage® account. If we do not hear from you by this date, a new AAdvantage® account will be created for you.

We encourage you to visit www.aa.com to learn more about the benefits and features of the AAdvantage® Loyalty Program.

3. How can I we learn more about the American AAdvantage Program?

Customers are encouraged you to visit www.aa.com to learn more about the benefits and features of the AAdvantage Loyalty Program.

4. Do I need to activate my renewal credit card?

Your Visa AAdvantage credit card will be activated within 24-hours after of collecting your card.

Overseas customers will need to call our Customer Support and Digital Banking Department at [268-480-6186](tel:268-480-6186) or send a secure message via your MOREBanking/Online Banking account to confirm receipt and activate your card. Please note you will be asked to answer a few questions to verify your identity, your account number and last six digits of your new card number.

5. Do I need to PIN my renewal credit card?

No, there is no need to PIN your renewal credit card. Your existing PIN remains unchanged on your new card. You may start using your card immediately for transactions with your existing PIN.

6. Can I change my Credit Card PIN?

Yes. You have the convenience of changing your credit card PIN online. To create your unique PIN, visit www.ecabank.com and login to the ECAB Credit Card Online Portal using your existing username and password received in your credit card package and follow the steps below:

1. Select Preferences
2. Verify your contact information
3. Select change PIN
4. Enter your new 4-digit PIN
5. Select "Change PIN" to confirm your PIN.

7. 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.

8. Does my credit 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.

9. What do I do with my old credit card?

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

10. What has changed on my new credit card?

- Your new VISA (EC Dollar) card is now co-rebranded with the American Airlines Advantage logo.
- Your card's expiry date has changed. Remember to update your card expiry date on any automatic payment platforms where your card is stored.