

Find the Answers to Your Card Replacement Questions Here.

VISA My Rewards (USD) Credit Card

1. Do I need to activate my replacement credit card?

Your Visa My Rewards credit card is already activated and your existing PIN remains unchanged. You may start using your card immediately for transactions with your existing PIN.

Overseas customers will need to call our Customer Support and Digital Banking Department at 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.

2. Do I need to PIN my replacement credit card?

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

3. 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 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.

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. 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.

6. 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.

7. What has changed on my new credit card?

- Your card's expiry date has changed. Remember to update your card expiry date on any automatic payment platforms where your card is stored.

