

COLLECTED YOUR CREDIT CARD?

HERE'S WHAT TO DO NEXT!



VISA AAdvantage EC Dollar CREDIT Card! *Here's what to do and know:*

1. **Sign the back of your credit card.** This security step is your safeguard, should your card be lost or stolen.
2. Your card will be activated within 24 hours of collection or confirmation of receipt. There is no need to re-PIN your new card, if your existing card was pinned previously. Call 480-6186 or email cardservices@ecabank.com for immediate reactivation.
3. Try a Chip-and-PIN transaction to **activate the card's contactless payment feature.**
4. Immediately update your card's expiration date on any saved online subscriptions or automatic payment platforms.
5. Destroy your old card immediately.

You've received your new! **Visa Rewards US Dollar CREDIT Card**

Here's what to do and know:

1. **Sign the back of your credit card.** This security step is your safeguard, should your card be lost or stolen.
2. **You can start using your card immediately!** There is no need to re-PIN your new card.
3. Try a Chip-and-PIN transaction to **activate the card's contactless payment feature.**
4. Immediately **update your card's expiration date** on any saved online subscriptions or automatic payment platforms.
5. Destroy your old card immediately.



Important Reminders:

✓ Your **Online Card Portal Login** remains the same.

Your **credit card** number remains the same.

✓ Note: *Your card number will only change if you reported that your old card was lost, stolen or impacted through fraudulent transactions.*



Card & PIN Safety Tips

1. Memorize Your PIN. Do not write your personal identification number (PIN) down and carry it with you.
2. Treat your card like you treat your cash. Keep in a **SAFE PLACE**.
3. Never lend your card to anyone.
4. **Always** verify that your sales receipt reflects the purchase amount before signing.
5. Report lost or stolen card(s) immediately.
6. Ensure your card is returned after each purchase.
7. If you notice any unauthorized activity on your card, contact our Customer Support and Digital Banking Department. During after hours, please call the number stated at the back of your card.



Contact Us

Email: info@ecabank.com

Visit us online: www.ecabank.com for:

- Debit Card Pinning Help Video
- MOREBanking User Guide.

Call: 268-480-6186; Monday - Sunday: 8:00 a.m. to 10:00 p.m.
(After hours, call the number on your card)

In Person: Speak to one of our Customer Service Representatives at any ECAB Branch

- High Street (*General Banking Services*)
- Woods 1 (*General Banking services*)
- Woods 2 formerly Scotiabank (*General Banking Services*)
- Redcliffe Street (*Customer Service*)
- Coolidge (*Commercial and Small Business Banking*)
- Dockyard (*General Banking Services*)