

IMPORTANT INFORMATION FOR OUR MEMBERS

Dear Member,

We are very pleased to inform you of some exciting upcoming changes in the Pathways Credit Card program.

In June of this year, you will be receiving a new Pathways MasterCard, which will replace your old Pathways VISA. The new card will introduce new features and benefits that we will be sharing with you in the near future.

In preparation for moving to the new platform, here are some changes that will start soon:



1. Your credit card payment, starting in May (based on your April Credit Card activity) will be due on the 28th of each month.

2. You will have a new mailing address for payments, starting in April 2017:

Pathways Financial Credit Union
Attn: Payments Dept.
5665 N. Hamilton Road
Columbus, Ohio 43230

IMPORTANT: Starting June 19, 2017 you will be able to manage payments via Pathways Online Banking, a faster, easier process than through the mail!

3. If you live in a household with two card holders, please note that when your new cards are received they will have different numbers. Joint card holders will have a different number for their card. This new feature ensures greater individual security and convenience.

4. If you participate in Pathways Credit Card Rewards Points, your points automatically move to your new MasterCard!

If you use an online bill pay service to make your credit card payment, please be sure to change the address on the bill pay system to reflect the new mailing address for your credit card payments. If you use the old address, delivery of your payment may be delayed for a few days as it re-routes to the new payment address. That could result in your payment arriving after the due date.

Watch your mail and email for continued updates about our credit card program as we move over to the MasterCard platform. Thank you for being a member/owner of Pathways and for your patience as we improve our credit card program for you.

Sincerely,



Michael Spiellman
Vice President
Marketing and Business Development

Contact

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Western - Columbus

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Visit our website at:

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CU*Talk Telephone Banking:

614-278-6152

1-800-765-4237 Toll-Free

Access Online Banking:

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