

# VISA CREDIT CARD TRANSFER UPDATE

While your credit card account will remain with First Community Bank Utah, we are transferring the processing to a new provider effective 9/18/2021. There are new support phone numbers and URLs for online access. You will receive new cards by mail with new credit card account numbers.

## CREDIT CARD TRANSFER IMPACTED SERVICES

**Card** - New cards have been shipped to the address we had for your account. Please activate your new cards on or after September 18, 2021. If your old card was a MasterCard, it is now a VISA. You are responsible to update your new account number and expiration date with all your own vendors.

**IVR** (Interactive Voice Response) - The support number to call for 24/7 access has changed to 1-877-446-1797.

**Local Support numbers.** You can call your local Branch, Consumer Card Support @ 406-467-2531 or toll free @ 1-833-696-1956.

**Online Access** – To have online access to your credit card account, you must register your new card number on the new online credit card site. Please use <https://onlinebanking.firstdata.com/ecs/fcbutah>. Or follow the link on our website, [www.fcbutah.com](http://www.fcbutah.com) / personal / credit cards for legacy cardholders.

**ALERTS** - Any alerts that you currently have **will** need to be set up again. These alerts can be transactional or related to changes that are made to your account.

**Rewards** - All points that you have available on your existing account will be transferred to our new program. Please log into [www.RewardsRedeemed.com](http://www.RewardsRedeemed.com) and register your account. You may also call 1-866-502-2741. Reward balances and newly earned points will be posted over the next few weeks and may not be available immediately.

**Fraud Monitoring** - You will be provided fraud monitoring on your account. Initially you can get e-mail or voice mail notices. Text notices will be available soon. Calls may come from Glacier Bank or First Community Bank.

