

## Important News Regarding Fidelis Debit and Credit Cards

2023 will bring some exciting changes for the Credit Union card program, including instantly printing debit and credit cards in our office. The upcoming enhancements will bring greater efficiencies for the Credit Union that will benefit for our members for several years.

### FAQ's

#### **Why did I receive a new Fidelis Debit and/or Credit Card?**

*As the Credit Union prepares for the changes with our card program, we extended the expiration dates on our Debit and Credit Cards to accommodate the transition. This required that we send you a new card. **(Please remember to activate your card when you receive it, and update your mobile wallets and payment systems where your card number is listed.)***

#### **How can I activate my card?**

*You can activate your card using the phone number attached to the back of the card. That phone number will be available until 3/27/23. After that date you can activate your card and even change your PIN number by calling **866-762-0558** or by reaching out to the Credit Union at **303-424-5037** [loans@fideliscu.org](mailto:loans@fideliscu.org).*

#### **What can I expect in the future with my Fidelis Debit and Credit Cards?**

- *You will have access to choose your card design from our design portfolio.*
- *Need a new Debit or Credit card in a hurry? Fidelis will be able to re-issue you a new card in the time it takes you make a deposit!*
- *Coming late 2023/early 2024 — A New Fidelis Rewards Program!*

Thank you for your membership with Fidelis!