



CREDIT CARD FAQ

Q: How is the SAFCU Credit Card different from the SAFCU Debit Card? Does the credit card have an EMV chip?

A: Our credit card has the same EMV chip technology as our debit cards and features a similar “Comedy and Tragedy Mask” theme. SAFCU credit cards are blue to help members differentiate them and our green debit cards. While purchases made using your debit card will come directly out of your checking account, any purchases made using your credit card will be charged to the credit line associated with the card.

Q: Will I be able to view my credit card information via the SAFCU mobile app? Can I turn my credit card on and off using the Card Controls feature on the SAFCU mobile app?

A: Yes. You’ll be able to view your purchase history, minimum payment amount and full balance due. You’ll be able to transfer payments from your SAFCU account directly to your credit card via the app as well. All SAFCU credit cards can also be turned on and off using our mobile app’s Card Controls feature.

Q: Do I have to have a checking account to be approved for a credit card?

A: No. You are not required to have a checking account to apply or be approved for the SAFCU credit card. However, you do need to have a checking account to access the SAFCU mobile app and use the Card Controls feature. Automatic payments can be setup from either your savings or checking account.

Q: What rates and credit limits is SAFCU offering? Is there a penalty rate if my payment is late?

A: Rates will vary based on your credit. The Annual Percentage Rate (APR) on cards will range from 8.24% to 15.99%. All rates are tied to the Prime Rate and may change should the Prime Rate change. Should the Prime Rate change, a corresponding change to your rate will be made at the beginning of the following month. Credit lines will range from \$500.00 to \$30,000.00 depending on your credit and other factors. There is no penalty rate for late payments.

Q: Does the SAFCU Credit Card have an annual fee or a rewards program?

A: No. The SAFCU credit card does not have an annual fee or a rewards program. While there are no current plans to do so, we may offer a rewards card in the future.

Q: Can I get a credit card for my business account?

A: No. The SAFCU credit card is only available for personal accounts. Business accounts, Teen Performer accounts, Health Savings accounts, Coogan accounts, and Individual Retirement Accounts are ineligible for credit cards.

Q: Are there any limits on how much I can charge to my card in one day?

A: Yes. You are allowed to make up to \$5,100.00 in purchases per day using your credit card. Please note this limit is set per account and not per card. If you share a credit line on a joint account, the daily purchase limit applies to the total amount purchased by all cardholders on the account.

Q: What are the fees for balance transfers or cash advances?

A: All balance transfer and cash advance fees are waived through 2017. Beginning in 2018, a \$25.00 fee will be charged on any balance transfer or cash advance. All balance transfers and cash advances will be subject to the same APR as purchases. Interest charges on balance transfers and cash advances begin on the date the funds are posted to your account. For cash advances, you are allowed to use up to 50% of your credit limit.

Q: Are SAFCU Credit Cards eligible for Skip A Pay?

A: No. Credit card payments are ineligible for our Skip A Pay program.

Q: When do I need to make payments? Do I get a rate discount for automatic Payments?

A: The billing cycle runs from the 1st of the month until the last day of the month. Your monthly statement will include all credit card purchases for that month, your minimum payment, and full balance due. Minimum payments are set at 3.00% of your statement balance or \$25.00, whichever is greater. Payments are due by the 25th of every month. There is no grace period for credit card payments. If a late fee is applicable, it will be charged on the 26th of the month. If you pay off your entire new balance purchase by your due date, interest will not be charged. You must be past due \$1.00 or more for a late fee to be charged. While you can setup automatic payments, there is no rate discount for doing so.

Q: How can I make payments? Will my payment be credited same day?

A: You can make payments in a branch or by mail. All mailed payments should be sent to PO Box 11419, Burbank, CA 91510. You can also transfer payments through home banking or via the SAFCU mobile app. All payments made to your card will be credited to your account the same day they are received by SAFCU. There is no cut-off time on payments made in a branch, by mail, through home banking, or using the SAFCU mobile app. Any payments placed in a SAFCU drop box after 5:00pm will be credited the following business day.

Q: Are there fees for going over my credit limit? Are there fees if my payment is late?

A: There is no fee for going over your credit limit. If we receive a late payment, a late fee of \$27.00 will be charged the day after your due date (26th of the month). If we receive any other late payments within 6 months of your last late payment, a late fee of \$30.00 will be charged. There is also a \$27.00 fee charged on any returned payments.

Q: Can I use my SAFCU Credit Card for overdraft protection?

A: No. The SAFCU Credit Card cannot be used for automatic overdraft protection. You will need to transfer funds from your credit limit manually through home banking or via the SAFCU mobile app. You can also make transfers in the branch, by phone, or via a request in writing. Please note, any such transfers will count as a cash advance and be subject to a \$25.00 fee starting January 1st, 2018.

Q: Can I choose my own PIN for my credit card?

A: Yes. As long as your card is ordered after 10:00am, you can call our automated PIN selection service at 1-877-746-6746 before 10:00pm to personalize your PIN. This option is only available on the day your card is ordered. If your card is ordered before 10:00am or you do not complete your PIN selection by the 10:00pm cut-off time, you will be issued a randomly generated PIN.

Q: Will I be able to use my credit card at ATMs?

A: Yes. You can use ATMs to withdraw cash directly from your credit card's available credit limit. You are allowed to withdraw up to \$1,005.00 from an ATM per day using your credit card. Please note this limit is set per account and not per card. If you share a credit line on a joint account, the daily ATM withdrawal limit applies to the total amount withdrawn by all cardholders on the account. You will not be able to use your credit card to make payments at an ATM or make a withdrawal from your savings or checking account. Any such withdrawals will count as a cash advance and be subject to a \$25.00 fee starting January 1st, 2018.

Q: Can I use my SAFCU Credit Card out of the country? If so, are there any fees associated?

A: Yes. Any ATM withdrawals made outside the US with your credit card to a 0.8% fee. Any transactions made outside the US with your credit card will be subject to a 1.00% fee.

Q: What should I do if there is fraud on my credit card?

A: If your credit card is compromised and fraudulent transactions post to your account, please contact us as soon as possible to dispute the transactions and order a new card.

Q: I forgot my PIN. Can I change the PIN on my credit card?

A: Yes. While you are unable to change PINs on our EMV chip debit cards, our credit cards are on a separate system that does allow you to change your credit card PIN. If you forget or would like to change it your PIN, you will need to contact the credit union to be given access to the PIN selection system. Once you have selected a new PIN, your card should be updated within 48 hours.