

Attention Members with an Alco Credit Card

Dear Valued Member,

ALCO FCU is excited to announce improvements to our credit card program, including enhanced security with the new EMV chip, online access to view your account, a new credit card design and electronic statement availability. This will mean a few changes to your account, and we want to make sure you know exactly what's happening.

Your new credit card will come with the following new features:

- **Tap to Pay Functionality** – Look for the contactless))) symbol on the payment terminal. Save time every time you tap!
- **EMV Chip Technology:** Your new credit card will have an embedded-chip that will help increase security and reduce fraud. The EMV chip will be in addition to the standard magnetic strip.
- **24/7 Cardholder Service:** Call (866) 691-4728 for balance inquiries, payment information, transaction history, statement requests or to dispute a charge.
- **Alco Card Manager:** Real-time credit card information, including transactions, pending activity, payment information and custom email alerts, plus sign up for electronic statements when you log into your account online at alcofcu.com.

What to know:

- **Your new card will be mailed on or before 2/10/25.** Please wait 7-10 business days for delivery.
- New cards will be mailed to all cardholders, regardless if they are primary or secondary cardholders. Your credit card number and your expiration date will change.
- For security reasons, each secondary cardholder will have a new individual card number, CVV/CVC number and expiration date.
- If you plan to use your card at any ATM, you will be required to use a PIN. You can select your unique PIN during the activation of the card or call at a later time to select your PIN.
- If you have automatic payments made with your current credit card, make sure to contact each vendor with your new updated credit card number to help avoid any interruption in your service.
- For your convenience we have included frequently asked questions. If you have any additional questions or inquiries before the conversion date of 2/24/25, please call us at 1-585-593-4959. On or after the conversion, please call us at (866) 691-4728.
- The new fraud alert phone number will be **1-833-763-2013**. This is the number that will appear on your caller ID if we need to contact you regarding possible fraud activity involving your account.

New Rewards Program:

Starting 02/24/25, you will have a new rewards program for your ALCO FCU credit card called UChoose Rewards®. UChoose Rewards® will allow you to redeem points on your credit card purchases to use toward shopping, travel, event tickets, gift cards and more. Some important information about the transition of the rewards program:

- ScoreCard Rewards will no longer be earned after 2/20/25.
- You may start earning points with your new credit card starting 02/24/25.
- Redeem your existing ScoreCard Rewards points by 2/20/25.
- Any remaining points in the ScoreCard Rewards program after 2/20/25 will be transferred to the new UChoose Rewards® Program.
- All points that are transferred from ScoreCard Rewards to UChoose Rewards® will be shown on your UChoose Rewards® account on or about 03/17/25.

We're proud of our new card offerings and are excited to make them available to you. As always, we will remain committed to great service.

Sincerely,

Michael Miller,
CEO/Treasurer

Key Dates

2/10/25 – New Alco FCU credit card mailed on or before this date

2/24/25 – Old credit card becomes inactive at 6:45 a.m. EDT

2/24/25 – Activate your new card starting at 6:45 a.m. EDT using the last four digits of the primary cardholder's Social Security Number

2/20/25 – Last day to earn ScoreCard Rewards points

02/24/25 – New rewards program begins with UChoose Rewards®

2/20/25 – Final day to redeem remaining ScoreCard Rewards points at www.scorecardsrewards.com

FREQUENTLY ASKED QUESTIONS

Why am I receiving a new credit card?

ALCO FCU is changing the credit card processor to better serve your credit card needs. This change requires that a new card be issued.

Will my interest rate change as part of this conversion and card issue?

No. Your interest rate and other terms on your account will not be changing.

Will I have a new PIN number so I can access cash from my credit card?

You will no longer receive a PIN in the mail, and your old PIN will not work with the new card. You can select your unique PIN by calling the number on the activation label and choosing the PIN option.

My existing card does not expire for quite a while; can I continue using my existing card until expiration?

No. Your existing card will not work after 2/24/25 at 6:45 a.m. EDT. Instructions will come with your new card to ensure it is ready to use on or after 2/24/25.

What is EMV?

EMV stands for Europay, Mastercard® and Visa®. EMV chip technology is becoming the global standard for credit card and debit card payments. This smart chip technology features credit cards with embedded chips that will help increase security and reduce fraud. This standard has many names worldwide and may also be referred to as: "chip and signature."

Will all merchants be able to accept my EMV (chip) credit card?

Yes. Your card will be accepted at all merchant locations.

My spouse and I both have Alco FCU credit cards, and I only received one card. Will my spouse receive a card?

Yes. As a security feature, all cards being issued with this conversion will have a unique number and will arrive separately. However, you will continue to receive only one bill, regardless of the number of cards on the account.

What do I need to do if I have preauthorized or recurring payments that are tied to my existing Alco FCU credit card?

To ensure there is no interruption in recurring or preauthorized payments (such as monthly telephone, electricity, gas bills, insurance, clubs), contact the merchant on or after 2/24/25 with your new card number and expiration date.

Will the due date for my credit card payment change?

No. Your due date will stay the same.

Will I need to send my payment to a new location after the conversion?

Yes. The new address will be included on the statement. If you pay this bill through online bill payment, you will need to update the mailing address to P.O. Box 2711, Omaha, NE 68103-2711 on or after 2/24/25 to ensure that your payment reaches the processor by your due date.

I setup my monthly credit card payment as an automatic ACH transfer, payroll deduction or as a recurring transfer. Do I have to make any changes?

To ensure there is no interruption in automated payments, contact the provider of this service (i.e., another bank or bill pay service) on or after 2/24/25 provide your new card number and payment address of P.O. Box 2711 Omaha, NE 68103-2711.

Will my previous card history transfer to my new card number so I have access to the information if needed?

You will not be able to access statements/history online as of 2/24/25, so we recommend you save the statements to your computer or print hard copies before this date.

Do I need to register my credit card before I can start earning points?

No, you will start earning points the first time you make a transaction with your new credit card; however, you will need to register your card before you will be able to view your points activity.

Where can I earn points? You earn points everywhere your VISA® credit card is accepted. Participating retailers offer additional reward points for purchases made at their stores or online.

When can I redeem points? It can take up to 40 days for your points to be credited to your account.



	Wellsville:	Cuba:	Belmont:	Friendship:
Mon	9:00 – 4:00	9:00 – 4:00	9:00 – 4:00	9:00 – 1:00/2:00 - 4:00
Tues	9:00 – 4:00	9:00 – 4:00	9:00 – 4:00	9:00 – 1:00/2:00 - 4:00
Wed	9:00 – 4:00	9:00 – 4:00	9:00 – 4:00	9:00 – 1:00/2:00 - 4:00
Thurs	9:00 – 5:30	9:00 – 5:30	9:00 – 5:30	9:00 – 1:00/2:00 - 5:30
Fri	9:00 – 5:00	9:00 – 5:00	9:00 – 5:00	9:00 – 1:00/2:00 - 5:00
Sat	9:00 – 3:30	NOT OPEN	NOT OPEN	NOT OPEN



We are excited to announce the launch of our new Visa Credit Cards.

The new credit card will come with the following features:

Tap to Pay Functionality- Look for the contactless symbol on the payment terminal. Save time every time you tap.

EMV Chip Technology- An embedded chip that will help increase security and reduce fraud.

24/7 Cardholder Service- Call for balance inquiries, payment information, transaction history, statement request or to dispute a charge.

Card Manager- Real-time credit card information, including transactions, pending activity, payment information and custom email alerts, plus sign up for electronic statements when you log into your account online at alcofcu.com

New Rewards Program- UChoose Rewards will allow you to redeem points on your credit card purchases to use towards cash back, shopping, travel, gift cards and more.



If you have a credit card with us, please carefully review the enclosed letter and call if you have any questions.

Notice to Members



Members using the eZCard web application to manage their Visa Credit card and make payments on their Visa account.

This service will no longer be connected to your Visa credit card February 21, 2025.

If you use eZCard to make payments on your VISA Credit Card, you will need an alternative payment method starting February 20, 2025.

Please do not schedule payments to process after this date. The payment may not process.

Mail your payment to the address included on the Visa statement

Make your payment at any branch location of ALco FCU.

Tax Season is Here!

1099-INT forms will be sent no later than 1/31/2025. **Please be aware that 1099-INT's are only filed on interest paid over \$10.00 for the tax year.** You can also find your year-end dividends on your December 2024 statements as well!

John Patterson Memorial Scholarship:



John Patterson was a retired electrical engineer who was active as both a beef and tree farmer. He served as Treasurer for ALco Federal Credit Union for 32 years. His dedication and contributions to the credit union were indispensable .

Because of John's unique involvement for so many years on the Board of Directors, the credit union honors him by offering two \$1,000.00 scholarships in his name. This scholarship will be awarded to two high school senior graduates, who are members of ALco.

Applications are available at all four offices anytime during the year, but should be turned in by March 31st, 2025 to be considered for the 2025 scholarship award. Stop in to any office and pick up a scholarship application today!

Board of Directors

Earl Stellrecht Jr., *President*

Naysim Simon, *Vice President*

Janet Norris, *Secretary*

Michael Miller, *Treasurer*

William Fish

Jarred Fanton

Barry Dunne

LOANS

Effective as of December 1st, 2024:

Auto Loans -

24 – 180 months
AS LOW AS 3.50%

Overdraft Protection-

OPEN TERM
12.95%

Other Collateral Loans -

24 – 72 months
AS LOW AS 6.00%

Personal Loans -

OPEN TERM
AS LOW AS 8.90%

Credit Card

OPEN TERM
AS LOW AS 7.99%

Line of Credit-

OPEN TERM
AS LOW AS 8.90%

Share Secured-

60 Month
3% over current share divided
floor rate of 4.00%

SHARES

Effective as of April, 1st 2023

Share -

Min. \$5.00
APY - .25%*

IRA Share -

Min. - \$500.00
APY - .65%

IRA/Roth Share Cert. -

12 Month -APY -1.25%
36 Months-APY-2.00%
Min. - \$500.00

Reg. Share Cert. -

6 Month -APY-1.00%
12Month-APY-1.50%
Min. - \$500.00

Christmas Club -

NO MINIMUM
APY - .25%*

Vacation Club -

NO MINIMUM
APY - .25%*

Money Market -

Min. - \$2,500.00
APY - .35%



*A minimum balance of \$100.00 is required to earn a dividend**

MARK YOUR CALENDARS!!!

ALco Federal Credit Union
will be Closed:

-Sat. January 18th &

Mon. January 20th

Martin Luther King Jr. Day

-Sat. February 15th &

Mon. February 17th-President's Day