

Get ready to activate and start using your new Westminster Savings Credit Card

Watch for your new card and PIN

Your new Collabria Visa card will arrive between October 19-25 in an unmarked white envelope for your security. Your PIN will arrive separately for security reasons.

Activate your new card

You can activate your card any time after 4 a.m. on October 28, 2018. Your existing credit card will stop working on October 28. To ensure uninterrupted credit card service, we encourage you to activate your card as soon as possible on October 28.

You can activate your card either online or by phone. [See instructions](#)

Changing your PIN

1. If you wish to change your PIN, call the PIN-Now service at 1 844 788 2725.
2. Follow the prompts, including entering your card number, birth year, birth date and month and the security code that appears on the back of your new card.
3. Set your new PIN when prompted.
4. Use your new card and PIN. The first few times you use this card, you may receive an *Invalid PIN* message. It may take up to three times for your new PIN to be accepted. After your first successful transaction with the new PIN, your card will work normally.

Didn't receive a PIN?

If you didn't receive a PIN or you've misplaced it, don't worry, you can select a new one!

1. Call the PIN-Now service at 1 844 788 2725.
2. Follow the prompts, including entering your card number, birth year, birth date and month and the security code that appears on the back of your new card.
3. The system will confirm the card activation was successful or will transfer you to a live agent to complete the activation.
4. You will be provided with an option to change your PIN. Press 1 to *Change PIN* and follow the prompts.
5. The system will confirm the PIN change was successful or will transfer you to a live agent to complete the PIN change.
6. Your first purchase must be made at an in-store terminal as follows:
 - a. Insert your card into the merchant's payment device (tap functionality will not work for the first payment).
 - b. Complete three PIN entries.
 - c. The first two entries may fail; the third will activate your new PIN and complete your purchase.
7. Your future Westminster Savings credit card purchases can now be completed using tap functionality or by entering your PIN once.

ACTIVATE ONLINE

1. Visit wscu.mycardinfo.com
2. Click *Enroll*, located below the login button.
3. Follow the steps to create a profile.
4. Click *Yes* when you receive the *Card Activation Query* message.
5. Enter the three-digit code on the back of your new Westminster Savings credit card and expiration date and press *Continue*.
6. Your card is activated once the screen displays the *Your card has been activated* message.

ACTIVATE BY PHONE

1. Call the automated card activation service any time after 4 a.m. on October 28 at the number that appears on the sticker on the front of your new card: 1 866 498 3840.
2. Follow the prompts including entering your card number, birth year, birth date and month, and the security code that appears on the back of your new card.
3. The system will confirm the card activation was successful or will transfer you to a live agent to complete the activation.
4. Do not select the option to change the PIN online.
5. Discard the sticker from the front of your card after activation.
6. You can now use your Westminster Savings card by using its tap functionality or by entering the PIN mailed to you.

Customer Support

Please call Collabria Cardholder Services at 1 855 341 4643 for any product or account questions.



Didn't receive a new credit card?

No problem. You can have a new replacement card sent to you by following these steps:

1. Call Collabria Cardholder Services at 1 855 341 4643.
2. Follow the prompts selecting *Lost or stolen credit card*.
3. You will be transferred to a representative who will assist and advise how a card will be re-issued, including an option for rush delivery.
4. Once you've received your new card and PIN information, activate it any time after 4 a.m. on October 28 by choosing the instructions provided here that are best suited for your situation.

Out of town on October 28?

If you receive your new Westminster Savings credit card and PIN before you leave, you can take both with you and activate the card by telephone any time after 4 a.m. on October 28 by following these simple instructions:

1. Call the automated card activation service any time after 4 a.m. on October 28 at the number that appears on the sticker on the front of your new card: 1 866 498 3840.
2. Follow the prompts including entering your card number, birth year, birth date and month, and the security code that appears on the back of your new card.
3. The system will confirm the card activation was successful or will transfer you to a live agent to complete the activation.
4. Do not select the option to change the PIN online.
5. Discard the sticker from the front of your card after activation.
6. You can now use your Westminster Savings card by using its tap functionality or by entering the PIN mailed to you.

IMPORTANT: If you don't receive the card before leaving, or will not have telephone access while away, you will not be able to activate your new card and will need to do it upon your return. ***Please ensure you have another form of payment available while you are away, and don't forget to make alternate arrangements to ensure any pre-authorized payments are not missed.***

Updating pre-authorized transactions

Existing pre-authorized transactions will not automatically transition to your new card. Therefore to avoid any declines to your credit card account, ***please contact all vendors you currently have pre-authorized payments set up with as soon as possible to provide your new credit card details***, for example, Fortis, Shaw, Netflix, Alarmforce. An easy way to check what pre-authorized transactions you have is to look over your statements for the past 12 months. Also, don't forget to update payment information you may have entered in apps, for example, Starbucks, iTunes etc.

Use the form below to keep track of vendors/apps, when your pre-authorized payments are due and the date you updated your credit card details with the vendor/app:

Vendor	Date payment is due	Notes
<i>e.g. Fortis</i>	<i>5th of the month</i>	✓ <i>Phoned Fortis Oct 28 to update payment details</i>
<i>e.g. Starbucks mobile app</i>	<i>When credit runs low</i>	✓ <i>Updated details in app on Oct 29</i>

Destroying your Desjardins card

Your current card will stop working on October 28. We encourage you to destroy the card at that time, unless you have made reservations/purchases with it that require you to show the card at some later point in time.

Customer Support

Please call Collabria Cardholder Services at 1 855 341 4643 for any product or account questions.

