

FAQ SHEET MASS CARD REISSUE

Q. Why did we get a new card in the mail?

A. We had to update all of our cards in order for them to be used more easily with modern payment systems such as Apple Pay and Samsung Pay.

Q. Can I still use my old card after activating the new one?

A. Yes. Your old card(s) will work until August 31st, 2019 when they will be automatically shut off. Please make sure and change over to the new card number on all of your auto pays to avoid interruption of service.

Q. Does the new card have the same pin as my old card?

A. No, you would have received the new pin separately in the mail for your new card.

Q. Can I change the pin for the new card to one I know?

A. Yes make sure you have the pin for the new card and call 866-297-3411 to change it to a pin you would like to use instead.

Q. I received two cards, I am not sure which one I should use?

A. Call our Call Center at 605-716-4444 and an agent will assist you with your card information.

Q. I have multiple accounts with cards that were mailed out, which card goes with which account?

A. Please call our Call Center at 605-716-4444 and an agent will assist you with which card goes to which account.

Q. I was supposed to receive a new card in the mail but I haven't, what should I do?

A. Call our Call Center at 605-716-4444 and have the card blocked and a new one issued. You should have received your new card in the mail by now.