



Mastercard Automatic Billing Updater Information and FAQ

Beginning October 2017, Piedmont Federal Savings Bank will participate in the Mastercard Automatic Billing Updater service. The Automatic Updater works with **participating merchants** to automatically update cardholder information and allow automatic payments to continue without interruption when you get a replacement debit card with a new number.

Please contact all of the merchants that have your old card on file for recurring payments to confirm they have your new, updated card information. If they are a participating merchant with Mastercard's Automatic Bill Updater program, they may already have your new card information.

If you would like to opt out of the Mastercard Automatic Billing Updater, you may contact us by email at <https://www.piedmontfederal.com/contact-us/by-email/> and select 'Debit Cards' from the drop down menu and type 'Opt Out' in the message box. You may also call 336.770.1087 or 336.770.1076 to opt out.

What is Mastercard Automatic Billing Updater?

Mastercard's Automatic Billing Updater is a service participating merchants can use to help ensure customer account changes – like new debit card numbers – cause as little disruption as possible to card-on-file transactions and automated payments.

What are card-on-file and automated payments?

Card-on-file transactions are payments processed using a card number you've stored with a merchant or service provider:

- Websites with whom you've created an account and saved your debit card information:
 - Apparel websites
 - Online retailers (ex., Amazon)
 - Movies/music/eBook download services (ex., Netflix or Pandora)
 - Cashless transportation services (ex., Uber)
 - Online payment services (ex., PayPal)
- Pharmacies

Automated payments are recurring payments you set up with a merchant or service provider:

- Landline or mobile phone services
- Cable or satellite television service
- Utilities
- Homeowners' association dues
- Magazine or music subscriptions
- Gym membership dues
- Anti-virus software subscriptions
- Insurance premiums

Will all of my debit card payment information be automatically updated?

No. Automatic Billing Updater is only available to **participating merchants**, and they can choose the frequency at which they check for updated payment information. To avoid late payments and penalties, you must take steps to ensure your debit card information is updated.

What if I don't update my debit card information?

Automatic payments will fail and merchants may charge you late fees. Most merchants will contact you by phone, email, or text to notify you that your payment did not go through.

For card-on-file transactions, if you try to submit an online order using your old card number, once your Mastercard debit card is deactivated, the transaction will be immediately rejected. You should have the opportunity to update your card information, and re-submit your online order.

How do I know what merchants I need to update?

We recommend contacting all of the merchants that have your old card on file for recurring payments to confirm they have your new, updated card information. If they are an Automatic Billing Updater partner, they may already have your new card information.