

WEOKIE Credit Card FAQ's

Frequently Asked Questions

Who will this affect?

- Anyone with WEOKIE credit cards starting with 416103, 409524, and 426178.

Why am I receiving a new WEOKIE credit card? My card hasn't expired and I didn't apply for one.

- WEOKIE Federal Credit Union is pleased to announce that we have upgraded our credit cards to offer new rewards, benefits, and programs to choose from! WEOKIE is always looking for ways to help our members get the most out of their money.

When should I stop using my current WEOKIE credit card?

- As soon as you receive your new credit card! Don't forget to destroy your old card for security purposes.

When can I start using my new WEOKIE credit card?

- You can activate and begin to use this card immediately.

What will happen to my current balance?

- All existing balances will transfer automatically to your new credit card account and be viewable on www.myaccountaccess.com September 22, 2022.

Will my credit card number change?

- Yes, your new credit card number is on the back of your new credit card. Note: Please change any automatic payments tied to your previous card as soon as your new card arrives.

Will my credit limit change?

- You will continue to enjoy the same credit limit on your new card. Your credit limit will be shown on the card mailer that will arrive with your new card.

How do I request a PIN to access my account?

- You may call the number on the back of your card to set up your PIN.

Will my payment due date change?

- Your payment due date may change. If you wish to select a new payment due date, you can contact Cardmember Services at 1.800.558.3424 after you receive your first statement for your new card.

Frequently Asked Questions Continued

Will I still be able to utilize the SecurLOCK app?

- This app will no longer be accessible.

Payment of my credit card bill is made automatically, every month, via auto pay. Will this service continue?

- This service cannot be automatically converted to your new WEOKIE Federal Credit Union account. Please be sure to send your payment prior to the payment due date, indicated on your most recent credit card statement from WEOKIE to avoid any potential late charges.

What happens if I forget to update the account numbers in my bill pay?

- The transaction will be applied on the new account. Please update your credit card number anywhere it is stored, as soon as possible, to avoid any service disruptions.

Where should I mail my payment?

- Cardmember Services
PO Box 790408
St. Louis, MO 63179-0408

What are other ways to make payments?

- Online at myaccountaccess.com, by phone at 1.800.558.3424, or on the app 'Elan Credit Card'.

Can I make payments in WEOKIE's Online Banking?

- Yes, you can pay your credit card by setting up your Bill Pay in your WEOKIE Online Banking.

What benefits will I Receive?

- No annual fees and 24/7 fraud protection team are just a couple of perks of the new credit card!



The Elan Credit Card app can be downloaded on the Apple and Google Play stores.

[Apple Store](#)

[Google Play Store](#)

The creditor and issuer of these cards is Elan Financial Services, pursuant to a license from Visa U.S.A. Inc.