

VISA Account Updater (VAU) Disclosure

From time-to-time New Dimensions FCU will replace your debit card as it expires. When we replace a card, the number will remain the same, but its expiration date, and card verification value (CVV) security code will change.

If you provide your debit card information to merchants, subscription services, eCommerce merchants or others for the purpose of making recurring payments, the information that they have on file will not match the card account details for your new card once it is replaced. This may lead to disruption of your recurring payment services and interruption of the products/services you receive from your merchant(s).

To avoid these disruptions, VISA has implemented the VISA Account Updater Service through which New Dimensions FCU will provide your new debit card details to participating merchants automatically whenever your card is renewed. VAU provides the secure, electronic updating of your debit card account information with participating merchants, in a timely and efficient manner. You have the right to opt-out of this service.

If now or in the future you wish to opt-out of this service, please call us at (800) 326-6190 or stop in to one of our branches.

Visa Account Updater FAQ

What is Visa Account Updater?

Visa Account Updater (VAU) is a service that provides card number and expiration date updates to merchants who maintain card-on-file (COF) account information to process recurring customer payments.

What is a Card-On-File (COF) merchant?

Card-On-File (COF) merchants keep a customer's card number on file for recurring payments. Examples include subscription services (such as Netflix) and utility companies.

What does the service do?

The VAU Service provides a way for issuers like NDFCU to communicate the most recent cardholder account information to Visa. In turn, Visa makes this information available to acquiring COF merchants who elect to participate in the service.

What are the benefits to cardholders?

Cardholders will no longer have to provide updated card information to participating COF merchants when their card is reissued due to normal expiration or lost/stolen card. Recurring payments are more likely to be successful because updated card information is readily available to participating merchants.

Is there a charge or fee for the VAU service?

No, VAU is provided as a free benefit to Visa card holders.

In what scenario would the merchant use the updated cardholder information?

COF merchants will typically try to obtain updated cardholder information prior to their billing cycle.

Merchants who elect to use the Account Updater Service will be able to access updated account information through a secure direct connection with Visa, eliminating the potential for denied transactions due to outdated card-on-file information.

What actions are required by the cardholder?

No action is required by the cardholder to enroll in VAU. All consumer and business debit cardholders will be automatically “Opted-in” for this service.

How do I know if a merchant is participating in this service?

Contact merchant(s) directly to find out if they participate in Visa Account Updater. Not all merchants subscribe to VAU. Participation in this service is at the discretion of each merchant and not shared with NDFCU.

When will the changed information be shared with participating merchants?

Within 2 business days after the card number or expiration date changes.

Additional Information:

VAU only applies to recurring Visa debit and credit card payments, and updates are only sent to qualified participating merchants. Not all merchants subscribe to VAU.

Complete information on Visa services can be found by visiting the Elan Financial Services website at <https://www.elanfinancialservices.com/credit-card/index.html>.