

Credit Card Conversion FAQs

What's the difference between a non-variable and a variable-rate credit card?

A non-variable rate credit card has a fixed Annual Percentage Rate (APR) that doesn't change. Our variable-rate credit cards maintain an interest rate based on the Prime Rate as published in The Wall Street Journal and this rate increases or decreases as the index fluctuates.

Will my interest rate change if I convert my existing RBFCU credit card?

Your rate changes in accordance with the terms of the specific card selected based on your credit worthiness and other factors.

Is a credit check required if I convert my existing RBFCU credit card?

A credit check is only required if you request a credit limit increase or want to add a joint cardholder on the new card.

How is my credit report affected if I convert my card?

The trade line (your credit account) appears as a transferred account because the original account opening date and credit history transfers to the new trade line.

Am I required to pay off my balance before converting to a new card?

No. The remaining balance and new transactions transfer automatically to your new card.

Does my payment due date change?

No. You maintain your same payment due date, unless you request to change the statement cycle due date.

If I'm enrolled in monthly automatic credit card payments, does my payment automatically transfer to the new card?

- If your monthly payment is set up through eZcard, your scheduled payments transfer to your new credit card.
- If your monthly payment is set up through another provider (i.e. direct from another financial institution), then you'll need to update that payment to your new number.

Can I continue to use my current card until my new card arrives?

Yes. Your current card remains active until approximately two weeks after you receive your new card (which arrives within five business days).

Can I use my current Personal Identification Number (PIN) with my new card?

No. When your new card arrives, you'll be required to establish a new PIN. You can activate your new card and select your PIN by calling 1-866-839-3492.

Do joint cardholders and authorized users receive new cards too?

Yes. All users associated with your account who currently have cards are issued new cards. They will also need to activate their card and select a new PIN upon receipt.

Am I eligible to take advantage of the Introductory 0% APR balance transfer and/or cash advance promotion?

No. Introductory promotions are reserved for brand new credit cardholders. However, RBFCU may periodically send balance transfer promotions to existing credit cardholders. You must be opted in to receive these exclusive offers.

What are my credit card convert options?

RBFCU offers the following Mastercards:

- 2% CashBack Rewards – a variable-rate credit card that offers 2% unlimited cash back on every purchase, every time and the cash rewards don't expire
- Premier Rate – a variable-rate credit card that offers a low rate ideal for making purchases without high interest charges and consolidating credit card balances

Do I earn cash back when I transfer a balance from my current card to the 2% CashBack Rewards card?

No. Only new purchases earn 2% cash back (excluding balance transfers and cash advances).

Do my current reward points/cash back transfer to my new card?

Yes, but only if you're converting to the 2% CashBack Rewards card. Any accumulated cash back from a Gold CashBack card will automatically transfer dollar for dollar, and any accumulated points for the Platinum Mastercard card will transfer at a rate of 1 point = \$.01.

When do I begin earning cash back?

You begin earning 2% unlimited cash back on new purchases once your CashBack Rewards Mastercard is activated.

How do I submit a conversion request?

1. Sign in to your account via Online Banking at rbfcu.org or via the RBFCU Mobile app
2. Click on your Mastercard credit card that you want to convert
3. In the drop-down menu next to the "Amount Due" column, select "Convert Card"
4. Follow the steps to convert your card.
IMPORTANT: A credit report will not be pulled unless you are requesting a credit limit increase or are adding joint owner(s) to your card.
5. You should receive your new card within five business days. Upon receipt, you can activate and select your Personal Identification Number (PIN) by calling 1-866-839-3492. *For enhanced security, RBFCU credit cards are PIN-preferred and your PIN may be required to complete transactions at select merchants.*

Who can I contact if I have questions or need assistance?

You can chat with us via Online Banking or call us at 1-800-580-3300.