

VISA[®] AUTOMATIC BILLING UPDATER

OPT-OUT NOTICE

Beginning October 2017, VISA requires all financial institutions that offer credit and/or debit cards, to participate in the VISA Automatic Billing Updater Service (ABU). ABU will provide updates to participating merchants who maintain your card information on file, to process your pre-authorized payments. Examples of these participating merchants may include subscription services or utility companies. This service will allow us to provide your updated expiration date to participating merchants.

Holston Methodist FCU is providing each debit card holder the option to opt out of ABU should you wish not to participate. Should you choose to opt out of this service, you will be responsible for providing your new expiration date to merchants with which you have recurring payments. You may incur additional fees from your merchant if you do not provide your updated information in a timely manner.

If you choose not to opt out, you should also be aware that not all merchants may participate in the ABU service. To ensure uninterrupted service, please contact the merchant directly to confirm they have your updated expiration date.

If you have any questions regarding this service, or if you would like to opt out, please contact Holston Methodist FCU at **865-558-3117**. You may opt out at any time. For additional information, read the FAQs below.

FREQUENTLY ASKED QUESTIONS

What is the VISA Automatic Billing Updater?

The Visa Automatic Billing Updater (ABU) is an automated solution that helps to ensure uninterrupted service for cardholders and uninterrupted payments by updating Card-on-File (COF) information for recurring and nonrecurring payments. This program helps to reduce COF transaction declines due to changed expiration dates.

Why is this service being offered to cardholders, and when will it become available?

The Visa ABU service is required by Visa for all issuers of consumer and business credit and debit cards, including Holston Methodist FCU. The Visa ABU service is available for debit cards beginning in October 2017.

How does the Automatic Billing Updater service work?

Cardholders generally have recurring payments or a COF set up with a merchant(s). When the expiration date changes are made to a cardholder's account, cardholders often do not advise merchants about changed account information, which causes recurring payments to be declined, resulting in an inconvenience to customers. The Visa ABU service allows the updated information to be provided to participating merchants on behalf of the customer resulting in fewer declines.

What are the benefits of the Visa ABU Service?

ABU can:

- Reduce “card not present” declines
- Ensure on-time bill payment
- Provide better customer service, and
- Help prevent late fees and service disruption.

Can customers decline this service?

Yes. A customer can request to opt out of this service by contacting Holston Methodist FCU at 1-800-782-9257

If I do not opt out, will all of my payment information be automatically updated?

No. The Visa ABU service is only available to participating merchants. They can choose the frequency at which they check for updated payment information. To avoid late payments and penalties, customers must check with their merchant to ensure their card information has been updated.

What if I do not update my debit card information with merchants or I opt out of this service?

Automatic payments will be declined and merchants may charge a late fee.

What kind of Card-on-File (COF) merchants participate in this service?

COF merchants that keep cardholder’s card numbers on file for recurring payments may include phone companies, cable services, utilities, music subscriptions, magazine subscriptions, gym memberships, insurance companies, recurring charitable donations and more.

Do you have a list of participating merchants?

No. Participation in this service is at each merchant’s discretion.

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