

Frequently Asked Questions

- * When will we be converting our card program?
At 12:01 am, Sunday, October 25, 2009.
- * Why is Minnco converting to a new card processor?
The new card processor allows Minnco to offer a better rewards program, as well as add two new cards to our credit card family (the MasterCard Family Card and the Visa Platinum Card).
- * Will current cards be replaced with new cards and account numbers?
Yes. New cards have already been issued and should have arrived in your mail earlier this month. The account number on the card will be the same; however, the PIN will change as well as your expiration date.
- * Will my old PIN number still work?
No. You will be issued a new PIN. Once your new card has been activated you have the choice to change your PIN, including back to your "old" PIN.
- * When will I receive my new PIN?
For security reasons, your new PIN was sent in a separate mailing. You should have received it a couple days after you received your new card.
- * When can I begin to use my new card?
You can begin using your new card after the card has been activated.
- * When can I activate my new card?
Cards can be activated after 12:01 am, Sunday, October 25. For security purposes you must activate your card from the phone number which you listed on your account.
- * When will my old card stop being approved?
On October 25th at 12:01 am, the old card will no longer work.
- * What should I do if I didn't get my new card or PIN?
Please contact Minnco at 1-763-689-1071 or 1-866-4MINNCO.
- * What's the new phone number for members to call with questions or to request a replacement card/PIN?
1-800-442-4757. This number appears on the back of your new card.
- * What's the new phone number to report a lost, stole, or missing card?
1-800-442-4757

- * When should members stop sending payments to the old payment address?
Starting with the October statement, credit card payments can be mailed to :

Visa
PO Box 672051
Dallas, TX 75267-2021

Payments can still be dropped off at any Minnco office.

- * Do I need to make any adjustments if I make pay my credit card bill through ePay or another online bill payment service?
Yes. You will need to change the billing address for your Minnco Credit Card payment. You can do this by logging into ePay, selecting "Manage My Bills", and selecting your Minnco Credit Card from the drop down menu. Once selected, you can click on "Update biller information" and change the payment address and phone number to:

Visa
PO Box 672051
Dallas, TX 75267-2021
1-800-442-4757

- * What happens if my payment went to the old payment address?
The payment will be forwarded to the new processor; however, there will be a delay in posting the payment.
- * What if I have an automatic recurring charge on my Minnco credit card?
Even though your account number has not changed, you will need to contact each merchant and update your account with your new expiration date and security code.
- * What else do I need to know about the conversion?
As of October 25th EZCard will no longer be available. If you need a history of your account you should print it out before October 25th as the history will no longer be available. After October 25th you can access your account by registering at www.GoToMyCard.com.