

## **First Class Credit Union – ATIRACredit FAQ**

### **1. Why is First Class Credit Union doing this with its credit card portfolio?**

First Class routinely re-evaluates its product line in order to bring you the best products. ATIRACredit assumed management of First Class' credit card program on December 10, 2009. The reason for the change is simple – to stay competitive in the credit card industry, we must have a card that offers additional features and flexibility.

### **2. Who is ATIRACredit?**

ATIRACredit is a Credit Union organization that offers credit cards to partner credit unions. They offer a Platinum Rewards MasterCard to replace your current First Class credit card.

### **3. What are the benefits of the First Class ATIRACredit Platinum MasterCard?**

Your platinum card gives you the prestige of having a top-tier card with a generous rewards program. It also combines great benefits at no additional cost such as Zero Liability fraud protection and a \$250,000 travel insurance policy that is automatically added when you use your ATIRACredit Platinum MasterCard. Finally, AT NO COST TO YOU, we are pleased to offer the following additional benefits:

Extended Warranty Coverage – Doubles the original warranty time period and duplicates the coverage of the original manufacturer's warranty up to a maximum of 12 months on most items purchased with your First Class ATIRACredit MasterCard.

Price Protection Coverage – If you find a lower price for something you purchased with your First Class ATIRACredit MasterCard within 60 days of purchase, you may be eligible for the reimbursement of the price difference.

Purchase Assurance Coverage – If something you purchased with your First Class ATIRACredit MasterCard is damaged or stolen within 90 days of purchase, you may be eligible for coverage of the actual cost of the item.

### **4. Will First Class still be able to service my credit card account?**

Your relationship with us at First Class is enhanced by this partnership. You will still be able to make inquiries about your card, and you can continue to make payments at your local branch. Your current card – with its features and benefits – will continue to work as usual until you receive your new card.

### **5. Why is my rate changing from fixed to variable?**

New federal regulations that have recently taken effect have changed the way credit card issuers can adjust rates, even when the Prime Rate changes. Today, your effective rate remains the same. If the Federal Reserve raises the Prime Rate, your rate will adjust by the same amount (unless a minimum APR applies).

## **6. What is the transition timeline?**

- December 2009 – letter announcing the partnership sent to all current cardmembers.
- January 2010 - letter mailed with the new terms and conditions and cardmember agreement.
- March 2010 – your new card arrives, look for it in a white, unmarked envelope for your security
- April 9, 2010 - old First Class cards become inactive

## **7. Will my account number change?**

Yes, you will receive a new account number and expiration date. Closer to the transition, we'll remind you to update any recurring payments that happen automatically with your current First Class card to your new account number.

## **8. Will my interest rates increase?**

Your new First Class ATIRAc credit card pricing will be based on your individual risk score, therefore interest rates will be unique to the individual. In January 2010, you will receive a Welcome Letter disclosing your new interest rates, along with a new cardmember agreement.

## **9. Can I continue to use my First Class credit card?**

Your current account will continue to work as usual until April 9, 2010. You will receive your new First Class ATIRAc credit card (see timeline above) before that date so you will not have any usage interruptions.

## **10. What will happen to my old First Class credit card?**

Your old First Class card will be closed and your balance will be moved to your new First Class ATIRAc credit card at conversion in March 2010.

## **11. Will my credit bureau report reflect this change?**

Your new card will be added to your report. The new card may be listed as TMG Financial Services, ATIRAc credit.

## **12. Will my joint account holder or authorized users also receive a new card?**

Yes, all card holders under your current card will receive the new First Class ATIRAc credit card and maintain the same relationship they had under the old card.

## **13. How can I make a payment on the new card?**

As a cardmember, you'll continue to have a number of convenient ways to make your payment, just as you do today, including:

- Online
- At your local First Class Credit Union branch
- Over the phone
- By mail