

Secure Message Guide

If your request is not related to these items, please call us 1-844-266-8242.

Category	Reason	What we need in your message
Automatic Payments	Set up	<ul style="list-style-type: none"> • Confirm your email address, send us a secure message indicating your interest, and we will reply with next steps <p>NOTE:</p> <ul style="list-style-type: none"> • This takes a full cycle to implement, so you must pay your current minimum payment
	Cancel	<ul style="list-style-type: none"> • Tell us you'd like to cancel your autopay • We will confirm via secure message once your request has been processed <p>NOTE:</p> <ul style="list-style-type: none"> • You must request this at least 3 days in advance of your due date, otherwise your payment may go through
Request replacement card	Damaged	<ul style="list-style-type: none"> • The reason for a new card, and your current mailing address • If your card has been lost or stolen, please call 1-877-926-7744
Inquiries	Transaction inquiries	<ul style="list-style-type: none"> • Your question along with the statement month, transaction date, merchant name and amount that you have questions about
	Statement inquiries	<ul style="list-style-type: none"> • To receive a copy of a past statement, include the date of desired statement and your current email address • Each statement requested costs \$2 and will be charged to your Visa account <p>DID YOU KNOW:</p> <ul style="list-style-type: none"> • You can view up to 24 months of your statements by going to 'view transactions' in the top left menu bar?

Category	Reason	What we need in your message
Phone numbers	Update home number	• Your new home phone number
	Update mobile number	• Your new mobile phone number
	Update business number	• Your new business phone number
	Update other number	• Your new other phone number