

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