

### **When will my GLOBAL PAYMENT Mastercard® card stop working?**

The card will no longer work as of May 29, 2019. Full access to your credit union account and funds will remain accessible through debit, in branch and online.

### **How will I access my credit union account after May 29, 2019?**

Your credit union account will continue to work the same as it did does today. You can access your funds in branch, online or through an ATM using your credit union debit card. *If you do not have a debit card attached to your credit union account, email us [info@teachersplus.ca](mailto:info@teachersplus.ca) and we can set one up for you right away.*

### **What about my pre-authorized payments set up on my GLOBAL PAYMENT Mastercard® card?**

If you have pre-authorized payments set up on your GLOBAL PAYMENT Mastercard® card you will need to contact the business debiting your account directly to make alternative payment arrangements before May 29, 2019. If you need assistance with the process, please connect with us to work through the required changes.

If you wish to set up a new pre-authorization directly from your credit union account, download our Pre-Authorized Payment Form [Click Here](#), complete the details and return to each of the businesses that you are dealing with.

For quick reference, here's our credit union details:

**Institution number:** 839

**Transit number:** **82883**

**Credit Union Account number:** you can find your credit union account number on your statement (paper or electronic). To confirm your correct account number, login to online banking then select View e-statements from the menu on the left side of the page. Click on the date of the most recent month then click OPEN. The eight-digit account number required for direct deposits and pre-authorized payments is found after the name of each account (for example 12345-10-6). The account number is written without dashes or spaces. If you're not sure, just give us a call.

### **If I earn CHOICE REWARDS points on my GLOBAL PAYMENT Mastercard® card, will I continue to earn points on purchases until May 29, 2019?**

Yes, you will continue to earn and accumulate CHOICE REWARDS points on eligible purchases using your existing GLOBAL PAYMENT Mastercard® product until May 29, 2019. On this date you will stop earning points.

### **If I earn CHOICE REWARDS points, what happens to them after May 29, 2019?**

You will have until September 30, 2019 to redeem any accumulated CHOICE REWARDS points at [choicerewards.ca](http://choicerewards.ca). On October 1, 2019, any unused points will no longer be available for redemption through the CHOICE REWARDS program. Visit or call your credit union to discuss any questions you have related to the CHOICE REWARDS program.

### **If you like collecting rewards, we have an exciting offer for you!**

We've just introduced our new line of Collabria Mastercard® credit cards, including the **World Mastercard®** that lets you earn points twice as fast! Redeem points for travel, merchandise, gift cards, or

even cash back. Jam packed with perks and features like price protection, and emergency health care coverage.

Or, choose from one of our other flexible Mastercard products. From no fee and low rate to student, with or without rewards, pick the card that's right for you.

**I use my GLOBAL PAYMENT Mastercard card to pay for online purchases, book trips, rent cars, etc. What will I use now?**

Depending on your specific need, we have other products that may work for you.

**Need a credit (Mastercard) product?** We recently launched a new suite of personal and business credit cards. We have a range of no fee, low rate and travel cards, as well as a new Rewards Program. To learn more about the options, visit our card page. You can see what works for you and even apply online.

**Not sure what's a fit?** Connect with us and we will help you through the process to determine what product best suits your needs.

**What about my travel medical insurance on my Gold GLOBAL PAYMENT Mastercard®?**

If you have travel insurance on your card and are relying on it for an upcoming trip, please be advised that effective May 29, 2019, the Inclusive Travel Medical Insurance coverage provided by TD Life Insurance Company will be terminated. If you have any questions about your Inclusive Travel Medical Insurance coverage, please call Allianz Global Assistance at 1-866-520-8827 Monday to Saturday, 8:00 am to 9:00 pm (Eastern Time). If you are travelling and require Emergency Medical Care / Treatment before May 29, 2019, please call Allianz Global Assistance at 1-519-742-9356 available collect 24/7. Emergency Medical Care / Treatment on or after May 29, 2019 will not be covered. If your trip extends beyond this date, please consider arranging for appropriate alternate coverage.

**I enjoyed the peace of mind of included benefits such as travel insurance, what will I do now?**

We are pleased to offer a wide selection of credit cards that offer not only travel insurance, but emergency health care coverage and mobile device insurance as well.

Have a look at our Travel Rewards Gold Mastercard®, World Mastercard®, and US Dollar Mastercard® which all feature varying levels of travel insurance.

If you are looking for something other than travel insurance, the Cash Back Mastercard®, Classic®, Flex Rate Mastercard® and Student Mastercard® offer mobile device protection among many other perks.

We hope this information helps to clear up any questions you may have. If you have any additional questions or would like more clarification, please contact your nearest branch to speak with us.

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For more information, please contact us by

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