

September 10th, 2020

IMPORTANT NOTICE TO FORMER CUETS MASTERCARD MEMBERS

September payments that you may have made to “CUETS Mastercard” on your Member Direct Online Banking will have most likely been rejected, with refunds of the payment reposted back to your Comtech Fire account.

Apparently, MBNA had advised cardholders some months ago that they would no longer be able to process payments made to “CUETS” and that members should update the biller information on their online banking to “MBNA Canada Mastercard”. The card number remains unchanged.

At approximately 4:30 on Wednesday, September 9th, our systems people applied a fix to all members who had CUETS Mastercard as a payee on their online banking. The CUETS Mastercard payee on your online banking will now appear as MBNA Canada Mastercard. Your card number remains the same.

Members who had made a payment to CUETS Mastercard on their most recent statements prior to 4:30 on September 9th would have received a deposit back into their Credit Union account with the notification “Deposit Refund unsuccessful bill payment CUETs M/C”. If you have, you will need to repost the payment to avoid potential interest charges. It is highly likely that MBNA would reverse any interest charges incurred as a result of this communication oversight on their part. Their customer service number is 1-800-561-7849.

Comtech Fire Credit Union no longer offers MBNA/CUETS credit cards, having replaced them with our new family of Collabria Visa cards. We encourage all of our members to look into acquiring our new Visa cards by going to: https://www.collabriacreditcards.ca/affiliate_comtech-fire-credit-union/cards.

We also encourage our members to set up account alerts on their online banking (if you have not already done so) as an important protection against potential fraud, but also to monitor account activity on a real time basis.

We are here to help. You can contact us at 1-800-209-7444 or at member_services@comtechfirecu.com.