

CREDIT CARD UPGRADE FAQs

VERY IMPORTANT!!

- After the Credit Card Upgrade is completed, you may not be able to access statement/history for the old Platinum Credit Card account online. We recommend you save the statements to your computer or print hard copies before you request to upgrade your credit card account. Requests for statement reprints may incur a fee.
- Automatic payments will not transfer to your new upgraded account. After the upgrade has been completed, you will need to re-establish your automatic payment schedule and payment account(s) on your new Rewards or Low-Rate Credit Card account within online banking.

What are my credit card upgrade options?

D.L. Evans Bank offers the following Visa® credit card upgrade options for current Platinum Rewards cardholders:

- Low-Rate Credit Card – a low variable rate card that is perfect for those that like low balances, like keeping things simple, or want to build credit.
- Rewards & Signature Rewards Credit Card – a rewards card that earns 1.5 points per qualified dollar spent that can be redeemed for cash back, merchandise, travel, gift cards, and more.

How do I submit an upgrade request?

You can complete an upgrade request online or by visiting your local branch. The request form can be completed online at www.dlevans.com/personal/card-services. Your current Platinum Rewards card must be open and in good standing.

Will my interest rate change if I convert my existing D.L. Evans Bank Platinum Rewards credit card?

Yes, your rate will change in accordance with the terms of the specific card selected based on your credit worthiness and other factors.

Is a credit check required if I convert my existing D.L. Evans Bank Platinum Rewards credit card?

No, a new credit inquiry is not required. Your original application documentation (i.e credit report and financial information) obtained when you applied for your D.L. Evans Bank Platinum Rewards card will be reviewed to determine your upgraded credit card terms.

How is my credit report affected if I upgrade my card?

The trade line (your credit account) appears as a transferred account because the original account opening date and credit history transfers to the new tradeline.

Will my credit limit change if I convert my existing D.L. Evans Bank Platinum Rewards credit card?

No. Your credit limit will stay the same.

Will I receive new credit cards?

Yes. If your request is approved, you will receive a new plastic in 7-10 days. In addition, all users associated with your account, who currently have cards, will also be issued a new plastic with a unique number. They will need to activate their individual card(s) upon receipt.

Can I continue to use my current Platinum Rewards card until my new card arrives?

Yes. Your current card remains active for approximately two weeks to allow for delivery of your new credit cards. Any transactions completed on your current credit card will transfer to your new credit card account and will be reflected on your next statement.

Am I required to payoff my balance before upgrading to a new card?

No. The remaining balance will transfer automatically to your new card.

Am I eligible to take advantage of the Introductory 0% APR for 6 months?

Yes. After the upgrade has been completed, any purchases or external balance transfers authorized on your new credit card will receive the introductory rate. The prevailing interest rate will apply after the introductory period has ended.

What is an external balance transfer?

An external balance transfer is a transfer of account balance from a financial institution credit card that is not D.L. Evans Bank.

Will the balance on my current Platinum Rewards card be eligible for 0% APR for 6 months?

No, your existing balance will transfer to your new credit card account as an internal balance transfer and would accrue interest at the standard interest rate as defined by the terms of your account agreement.

Does my payment due date change?

No. You maintain your same payment due date and statement cycle.

What if I want to increase my credit limit and upgrade my Platinum Rewards credit card?

A credit limit increase requires completion of an increase application and credit review. Please contact us by visiting your local branch or utilizing video banking about increasing your credit card limit and upgrading your Platinum Rewards card.

If I am enrolled in monthly automatic credit card payments, does my payment automatically transfer to the new card?

- If your monthly payment is setup on your credit card online profile, or you completed an automatic payment form at a branch location, you will need re-establish the automatic payment plan on your new credit card account after you have activated it. Automatic payments and payment account(s) do not transfer over to your new credit card account.
- If your monthly payment is setup through another provider (i.e. online bill pay), then you'll need to update that payment to your new number.

What do I need to do if I have preauthorized or recurring payments that are tied to my existing D.L. Evans Bank credit card?

To ensure there is no interruption in recurring or preauthorized payments (such as monthly telephone, electricity, gas bills, insurance, clubs) we encourage you to contact the merchant, once you receive and activate your new card, to provide them with your new card number and expiration date.

Do my current reward points transfer to my new card?

It depends on the product you have chosen to upgrade to. If you are upgrading your current Platinum Rewards card to:

- The Rewards/Signature Rewards credit card, your points balance will be transferred to your new account within 30 days of the upgrade.
- The Low-Rate credit card does not have a benefits program, therefore if you are upgrading your account to a Low-Rate credit card, any unredeemed points at the time the upgrade is completed will be forfeited.

Will I be able to access my credit card account online?

Yes, once the credit card upgrade request has been approved, you will see two credit cards listed on your online banking. After 14 days the old account will be closed and show a zero balance.

Will I be able to access my credit card account on the mobile app?

Yes, just like with online banking you will see two credit cards under the My Cards menu. Your new account will show that it needs activated until you receive the card, activate, and begin using it. At the end of the transition period, your old card will show as closed on the mobile app.

Will my transaction history and archived statements transfer over to the new credit card online?

The current activity (activity processed since your last statement) will transfer over to your new Rewards or Low-Rate credit card; however, any past billing cycle activity will not transfer over. You may not have online access to statements or transaction history on your old Platinum Credit Card once it has been closed. We recommend you save the statements to your computer or print hard copies before your account is upgraded. Requests for statement reprints may incur a fee.