

MASTERCARD AUTOMATED BILLING UPDATER FAQ'S

What is the MasterCard Automated Billing Updater?

The MasterCard Automatic Billing Updater ("ABU") is an automated solution that helps to ensure uninterrupted service for cardholders and uninterrupted payments by updating card-on-file ("COF") information for recurring and non-recurring payments. This program helps to reduce COF transaction declines due to changed account numbers and/or expiration dates.

When will this service be available to cardholders?

The MasterCard ABU Service is available for Credit Cards in June 2017 and for Debit Cards in October 2017.

Why is this service being offered to cardholders?

The MasterCard ABU Service is required by MasterCard for all consumer and business credit and debit cards.

How does the Automatic Billing Updater service work?

Cardholders generally have recurring payments or a COF set up with a merchant(s). When account changes are made to a cardholder's account—for example, a debit or credit account number has been changed or an expiration date has been updated—cardholders often do not advise merchants about changed account information, which causes recurring payments to be declined as well as an inconvenience to members. The MasterCard ABU Service allows the updated information to be provided to participating merchants on behalf of the member resulting in fewer declines. The service provides a convenience to members so they do not have to contact each merchant with updated card information.

What are the benefits of the MasterCard ABU Service?

- Reduces "card not present" declines
- Helps to ensure on-time bill payment
- Provides better Member Service
- Prevents late fees and service disruption

Can members decline this service?

Yes. A member can request to opt-out of this service by completing the **MasterCard ABU Opt-Out Form** located at www.suffolkfcu.org/disclosures or at their [local branch](#). However, they would lose the abovementioned benefits.

Will all of my payment information be automatically updated?

No. The MasterCard ABU Service is only available at participating merchants. They can choose the frequency at which they check for updated payment information. To avoid late payments and penalties, members must check with their merchant to ensure their card information has been updated.

Do you have a list of participating merchants?

No. Participation in this service is at each merchant's discretion. Suffolk Federal does not have a merchant list.

What kind of Card-on-File ("COF") merchants participate in this service?

COF merchants that keep cardholder's card numbers on file for recurring payments may include phone companies, cable services, utilities, music subscriptions, magazine subscriptions, gym memberships, Insurance companies, recurring charitable donations and more.

What if I do not update my debit and credit card information with participating merchants?

Automatic payments will be declined and merchants may charge members a late fee.