

Meijer Credit Card FAQs

Your New Card

Will I get a new credit card and account number?

You should be receiving a new card in the days leading up to **February 24, 2020**. All accounts will have a new account number.

If you have authorized users on your account, new authorized user cards should be mailed to the primary account holder for each authorized user. Most new cards for authorized users should arrive in the mail at the same time as the primary cardholder's cards. Cards issued to each authorized user will have a unique 16-digit card number different from that of the primary account holder.

I didn't receive my new card. Who do I contact?

Your new Meijer Credit Card from Citibank should arrive by **February 24, 2020**. If you do not receive your card by that date, the customer service telephone number is 1-877-816-9401. Customer service is available 24 hours a day / 7 days a week.

Do I have to apply for a new card?

As a current Meijer Credit Cardholder, you do not have to reapply. On **February 24, 2020**, customer accounts will transfer from Comenity Bank to Citibank, N.A..

What happens if I forget to bring my new Meijer Credit Card to a Meijer store?

Your Meijer Credit Card account can be looked up during checkout at Meijer stores and used for purchase. At Meijer gas stations, your Meijer Credit Card can be looked up inside the convenience store and used for purchase.

Your Account

What's changing?

The bank that issues your Meijer Credit Card account is changing. Your account will transfer from Comenity Bank to Citibank, N.A. on **February 24, 2020**.

Why the change?

In an effort to enhance the Meijer Credit Card program, Meijer has chosen to change the bank that issues your Meijer Credit Card account to Citibank, N.A.

Do I need to take any action now?

There is nothing you need to do at this time. On **February 24, 2020** your account will automatically transfer to Citibank N.A.

When will I need to take action and what will I need to do?

In the days leading up to **February 24, 2020** when your account is transferred from Comenity Bank to Citibank, N.A., you should receive a new card and new account number in the mail.

Continue using your previous Meijer Credit Card until **February 24, 2020**.

As of February 24, 2020, your previous card will not work. You should destroy it and **begin using your new Meijer Credit Card on February 24, 2020**.

Please note that your new Meijer Credit Card will not work prior to **February 24, 2020**.

On or after February 24, 2020:

- Go to meijer.accountonline.com, use your new card to set up and access your new online account as well as update your payment account information, and customized reminders. You can also set up paperless statements and AutoPay.

- If you have any ongoing payments charged automatically (such as utilities and online subscriptions) using your previous Meijer Credit Card, you will need to contact those businesses to update your credit card information with your new Meijer Credit Card account information.

- If you have your previous Meijer Credit Card stored for payments with payment providers, you will need to update your credit card information with that payment provider.

- If you had your previous Meijer Credit Card information tied to your mPerks account, you will need to update your mPerks account with your new Meijer Credit Card account number.

If you have set up automatic payments or scheduled payments to your previous Meijer Credit Card **after February 20, 2020**, those payments will be cancelled. Please reschedule any such payments at meijer.accountonline.com starting **February 24, 2020**.

Will my minimum payment, interest rate or payment due date change?

Your interest rate and minimum payment will not change at the time your account is transferred to Citibank, N.A. Please see your first statement from Citibank, N.A. for more information regarding important changes to your account, including potential changes to your payment due date.

Will there be new or different fees?

Your card terms remain the same at the time your account is transferred to Citibank, N.A.

Will my Meijer Credit Card balance automatically carry over?

Yes, existing balances will carry over to your new account.

When will I receive my first Meijer Credit Card statement from Citibank?

Your billing statement will have a new look and will come from Citibank in the mail starting within 30-45 days after **February 24, 2020**. If your account was set to paperless statements, you will need to select paperless again at meijer.accountonline.com

Will this change impact my credit score?

Transferring your account to a new issuing bank will not impact your credit score.

Payments

What will change about the way I make payments?

Starting **February 24, 2020**, payments must be made to Citibank, N.A.

Online – Payments can be made at meijer.accountonline.com

Mail – Your statement will have a new design and payment address. It will include a pre-addressed envelope for your payment. Payments to Citibank, N.A. should be mailed to P.O. Box 9001006 Louisville, KY 40290-1006.

Phone – Payments can be made through our automated system or with a Customer Service agent by calling the number on the back of your new Meijer Credit card (1-877-816-9401).

Meijer Stores – Cash, Check or Debit Card payments can be made at the Customer Service Desk.

If you have set up automatic payments or scheduled payments to your previous Meijer Credit Card after **February 20, 2020**, those payments will be cancelled. Please reschedule any such payments at meijer.accountonline.com starting **February 24, 2020**.

If you have your Meijer Credit Card information stored with your bank or other payment providers, you will need to update your information with them to reflect your new Meijer Credit Card account number issued by Citibank starting **February 24, 2020**.

Payment due dates may change. Please see your first statement from Citibank, N.A. for more information regarding important changes to the way you make payments to your account, including the payment due date.

Rewards and Benefits

Will the way I earn and redeem my rewards change?

You will continue to earn and redeem rewards the same way.

Will anything happen to my existing rewards balance?

You will retain your existing rewards balances.

What is changing about the rewards certificates mailings?

You will continue to receive your rewards certificates based on your current personal preference, either digitally through mPerks or by mail.

As of **February 24, 2020**, non-digital rewards certificates will be sent attached to your monthly billing statements. However, if you set up your Meijer Credit Card account to receive paperless statements, your non-digital rewards certificates will be mailed as a separate letter.

Note: If you had your previous Meijer Credit Card tied to your mPerks account, you will need to update your mPerks account with your new Meijer Credit Card account number at Meijer.com/mperks.

Online Servicing

How can I obtain service on my account after February 24, 2020?

- Through account online at meijer.accountonline.com, you can review account activity, schedule one-time and auto payments, and complete a host of other account activities.
- The customer service telephone number (1-877-816-9401) is located on the back of your new Meijer Credit card. Customer service is available 24 hours a day / 7 days a week.

When can I enroll in online services with Citibank?

On or after **February 24, 2020**:

- Go to meijer.accountonline.com to set up and access your new online account, set up paperless statements and AutoPay, as well as update your payment account information and customized reminders.

When will I lose access to my current online account management website?

As of **February 24, 2020**, you will no longer be able to access your current online account management site.

On or after **February 24, 2020**:

- Go to meijer.accountonline.com to set up and access your new online account, set up paperless statements and AutoPay, as well as update your payment account information and customized reminders.

Authorized Users

I have authorized users on my account, or I am an authorized user on someone else's account. What do I need to know?

Authorized users will remain on the account. In the days leading up to **February 24, 2020**, new authorized user cards and account numbers should be mailed to the primary account holder for each authorized user. Most new cards for authorized users should arrive in the mail at the same time as the primary cardholder's cards. Cards issued to each authorized user will have a unique 16-digit card number different from that of the primary account holder.

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