

What is VISA Account Updater (VAU)?

VAU is a service that will provide card number and expiration date updates to merchants with whom you maintain card records on their systems, typically for recurring customer payments.

What does VAU do?

This service provides a way for card issuers, such as First Federal Savings Bank of Angola, to communicate the most recent and prior card information to VISA. VISA makes this information available to merchants that choose to participate in this service.

Is participation in this service mandatory?

As a financial institution, we are required to participate in this service. As a customer, you are able to opt-out of this service by completing the Opt-Out Notice and returning it to First Federal Savings Bank of Angola.

What are the benefits of this service?

This service will help reduce card declines due to expired expiration dates. This will help ensure on-time payments and prevent late fees and loss of service.

Will all my information be automatically updated?

No. This service is only available to participating merchants and not all merchants may choose to use it. It is also up to the merchant on how often they check for updated information. You must check with your merchant to ensure your card information is updated.

What merchants are participating?

Merchants that keep Card-On-File (COF) information for recurring payments may participate. This includes utility companies, subscriptions, gym memberships, and more. First Federal Savings Bank of Angola does not have a list of merchants that participate.

What if I have more questions?

Any of our Customer Service Representatives will be happy to answer your questions. Please stop in and see us or call 260.665.7556.