

## Activate Your New Debit Mastercard

1. Have your new card handy and dial **1.833.246.9309**  
You will hear: *Thank you for calling MCCU*
2. Select your language preference: *To continue in English **Press 1** or for Spanish **Press 2***
3. Enter your card number: *Please enter your **(full 16-digit) card number**, followed by the # key*
4. Enter the card expiration date located on the back of your card in the following format: **MMYY**, followed by the # key
5. Enter the **last 4 digits of your Social Security Number**, followed by the # key
6. Enter **Your Date of Birth, including the year**, in the following format: **MMDDYY** (**enter the last two digits of the year; not the 4-digit year**), followed by the # key
7. You will hear: *Please hold while your account information is verified*
8. Then you will hear: *Before your card is activated, you must select your personal identification number. Please listen carefully to the following steps to assign your new PIN. Please enter the new PIN followed by the # key. Please verify your new PIN by entering your new PIN again, followed by the # key*
9. You will hear: *Please hold while your card is activated and your PIN is assigned*
10. Then you will hear: *The card ending in xxxx has been successfully activated, your PIN has been successfully changed. Main Menu*
11. If information was entered incorrectly, you will not hear the activation message and will need to repeat the process. If after two attempts you are not able to activate the card, you will need to call the Member Services number 281-398-9900 or message through online banking, through chat on @mccu.com or via email at [memberservices@mccu.com](mailto:memberservices@mccu.com). Please do not include account information; a representative will verify your identity when they contact you.

## Other Menu Options

Press 1 For help at anytime

Press 2 To change your PIN

Press 3 to speak to a customer service representative

Press \* If you are not sure of your selection and would like to review the options

*\*Please note, your Visa debit card will remain active until 8/25.*