

Planning travel outside of Canada?

Nelson & District Credit Union has changed the supplier who provides our ATM and point-of-sale (POS) services. The change is necessary to continue to offer card services to members, but will also provide better network reliability and CHIP-readiness – the new card security technology that helps prevent fraud.

On the whole, most members will not be affected, with the following exceptions effective September 2009:

- MasterCard Global Payment ATM US and International service will no longer be available. **This will affect Global Payment ATM transactions only; all other Global Payment card transactions will continue to work as they do today.**
- MemberCard International point-of-sale service will not be available through to 2010 (We will advise members when this service resumes). **MemberCard International ATM service will not be affected and members can continue to rely on Member Card Canadian and US ATM and point-of-sale services.**
- Service at Nelson & District Credit Union ATMs may be intermittent from October 26-30 while the change is underway.

Talk to us!

If you are planning upcoming US or International travel, call or visit your branch to talk to us about alternative payment options such as Member Card for ATM withdrawals and point-of-sale transactions, a regular MasterCard credit card, or Traveller's Cheques to make sure your trip goes smoothly.

Nelson & District Credit Union branch locator; [About NDCU - Branch Locations](#)

Frequently Asked Questions

Why is this change occurring?

The disruption in service is occurring due to a change in the supplier who provides our ATM and point-of-sale processing services.

Why are we changing service providers?

This change is necessary to continue to offer card services to our members.

Nelson & District along with the vast majority of BC Credit Unions chose Threshold as the new service provider that would best support us into the future with respect to better service reliability, future enhancements and position us for CHIP cards.

Why are US and International MasterCard Global Payment ATM services being discontinued?

US and International MasterCard Global Payment ATM transactions are not supported on the new platform.

Can I still use my MasterCard Global Payment to pay for purchases at merchants in Canada, US and abroad?

Yes, there will be no change to this service. Only ATM transactions in the US and abroad will no longer work.

Can I still use my MemberCard Debit Card to withdrawal cash at ATM's in Canada, US and abroad?

Yes, there will be no change to this service. Only POS transactions in the US and abroad will no longer work.

How can I find out where the nearest ATMs are where I'm travelling?

To find ATM locations:

- [Exchange Network website](#)
- [MasterCard Global ATM Locator](#)

We apologize for any inconvenience these changes may cause our members and appreciate your patience during this important change.

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