**Receiving New Cards**

**Have new MILITARY STAR cards shipped?**

**Can cardmembers request a new MILITARY STAR card to be sent?**

**If a cardmember has not received their new MILITARY STAR card, what should they do?**

Active MILITARY STAR cardholders will be automatically mailed a new MILITARY STAR card beginning in October 2024. Please allow a few weeks for delivery, we appreciate your patience as we work our way through this process. Cardmembers may continue to use their legacy card while awaiting their new MILITARY STAR card’s arrival. If you have not received a new MILITARY STAR card by December 2024, please contact us.

**Cardmember no longer lives at the address listed on their MILITARY STAR account, will their new MILITARY STAR card be mailed to their new address?**

*Assist customer in updating their address after verification. After assisting:*

We have updated your address. MILITARY STAR cards are in the process of being shipped to cardmembers. Please allow a few weeks for delivery. If you have not received your new MILITARY STAR card by December 2024, please reach out to the contact center.

**General Information**

**What are the enhancements of the new MILITARY STAR card?**

* Updated card design.
* The new MILITARY STAR card requires activation before usage.
* Enhanced security features including EMV chip technology.
* Tap-to-pay functionality.
* Add to mobile wallet: Apple Wallet, Google Wallet or Samsung Wallet.
* Expanded acceptance at on-installation locations. Look for “Now Accepting” MILITARY STAR signage at added locations on-installation.
* Your new MILITARY STAR card will have a new account number and any saved legacy MILITARY STAR cards on exchange shopping sites will need to be updated to the new account number to complete transactions.

**Can tap-to-pay be used with the new MILITARY STAR card?**

Yes. Tap-to-pay is a form of contactless payment that allows your new MILITARY STAR card to make secure purchases on enabled point-of-sale devices. Legacy MILITARY STAR cards do not have tap-to-pay functionality.

**Can mobile wallet be used with the new MILITARY STAR card?**

Yes. Mobile wallet allows you add your new MILITARY STAR card to your mobile device. Use at on-installation locations with tap-to-pay enabled point-of-sale devices accepting MILITARY STAR mobile wallet for purchases. New MILITARY STAR cards must be activated to use in mobile wallet to complete purchases. Legacy MILITARY STAR cards are not compatible with mobile wallet functionality.

**Does the new MILITARY STAR card need to be activated?**

Yes. To activate your new MILITARY STAR card, call 1-888-983-STAR (7827) before using. Once you have activated your new card, destroy your legacy card(s), it is no longer valid. NOTE: Activating one new MILITARY STAR card activates all associated cards and all authorized legacy cards are also no longer valid.

**I can’t use the “*NEW*” MILITARY STAR card for purchases, can you assist?**

Did you activate your new MILITARY STAR card? To activate, call 1-888-983-STAR (7827). Once you have activated your new card, destroy your legacy card(s), as they are no longer valid.

**I can’t use the “*LEGACY*” MILITARY STAR card for purchases, can you assist?**

Did you (or the primary accountholder) activate your new MILITARY STAR card? Once you have activated your new card, your legacy card(s) are no longer valid. You and any authorized users on your account may only use the new MILITARY STAR card going forward.

**Credit or MILITARY STAR? Which should be selected as the method of payment for new MILITARY STAR card purchases?**

**New MILITARY STAR:** If prompted, select Credit or MILITARY STAR.

**What happens to existing balances from purchases made using the legacy MILITARY STAR card?**

Existing balances from the legacy card will move over to your new MILITARY STAR account.

**Why does “Discover” appear on receipts for purchases with the new MILITARY STAR card?**

New MILITARY STAR purchases are processed by the Discover network for on-installation and online purchases; therefore some receipts may display Discover as the tender type. Off-installation purchases are not available with the new MILITARY STAR card.

**Why are there no military seals on the new MILITARY STAR card?**

The new design is the One Card for All and does not include military seals. The One Card for All theme was approved by all exchanges.

**I’ve set up auto payment on my bank website, do I need to change the account number on my bank website?**

After activating your new MILITARY STAR card, it is highly recommended that any auto payments setup are updated to the new MILITARY STAR account number to avoid possible issues.

**Why are MILITARY STAR payments no longer accepted at partnered locations (sister services)?**

At this time, partnered locations will no longer accept payments in store. To pay your MILITARY STAR account, please visit MyECP.com, log into the MILITARY STAR mobile app or call the contact center.

**Can the new MILITARY STAR card be used outside the Exchange network?**

No. MILITARY STAR is accepted at exchange online shopping sites (ShopMyExchange.com, MyNavyExchange.com, ShopCGX.com) and exchange on-installation stores (includes all military resale exchanges, MWR locations, commissaries as well as their concession partners).

**Will MILITARY STAR continue to offer Rewards?**

Yes. The rewards points earned from legacy MILITARY STAR card purchases will be retained. The rewards program is unchanged. Every retail MILITARY STAR purchase earns 2 points per $1 spent, at 2,000 points the cardmember will receive a $20 digital rewards card.

**I have a rewards card that has not yet expired, can I use this with the new MILITARY STAR card?**

Yes. You may continue to use rewards cards earned from legacy card purchases.

**Do I need to update my saved legacy MILTARY STAR cards on exchange online shopping websites to the new MILITARY STAR card?**

Yes. After you’ve activated your new MILITARY STAR card, any legacy MILITARY STAR cards will no longer be active. This includes any legacy MILITARY STAR card numbers saved to exchange online shopping websites. Please update your payment information on these exchange shopping websites to your new MILITARY STAR card.

**I’ve already downloaded the MILITARY STAR Mobile App, do I need to update the MILITARY STAR Mobile App to my new MILITARY STAR account number or will that automatically update?**

Your new MILITARY STAR card number will automatically update in the MILITARY STAR Mobile App after you activate your new MILITARY STAR card.

**Is there anything different about temporary cards?**

Printed temporary cards from a register will expire in 30 days and will be notated at the bottom of receipt. Reprinted temporary cards are only usable up to 24 hours. Customers may be prompted to enter the expiration date of their account when making a purchase.

**Authorized Users**

**Will authorized users on my account receive a new MILITARY STAR card?**

Yes. Authorized users will be mailed new cards to the primary cardmember’s address on file. By activating the new MILITARY STAR card, all legacy cards associated with the primary cardmember’s account will deactivate and only new MILITARY STAR cards may be used for purchases.

**I’ve received my new card, but don’t want these authorized users to have cards. How can I remove?**

Please call the contact center to remove authorized users from your profile, then destroy any unwanted authorized users’ cards.

**I’ve received my new card, I want to add another authorized user(s). How can I add?**

Please log into MyECP.com and follow the prompts to add authorized users to your profile.

**Promotions**

**Why are Pay Your Way plans temporarily unavailable?**

Pay Your Way is temporarily unavailable beginning September 24, 2024 for new purchases and is undergoing program enhancement. Previous transactions before September 24, 2024 applied to Pay Your Way plan that appear on cardmembers accounts will function as normal without any changes and will continue to require repayment until balance is paid in full.