

Introducing Account Updater Services
Visa Account Updater & MasterCard Automated Billing Updater

We are excited to introduce Visa Account Updater (VAU) and MasterCard Automated Billing Updater (ABU).

What is Visa Account Updater and MasterCard Automated Billing Updater?

VAU and ABU are services that will provide a way for the bank to communicate the most recent cardholder information to Visa and MasterCard. They will provide updates to merchants who maintain card-on-file (COF) account information to process recurring customer payments, such as subscription or utility companies.

How does this benefit you?

Cardholders will no longer have to provide updated card information to participating merchants when their card is reissued due to normal expiration or lost/stolen cards. Recurring payments are more likely to be successful because updated card information is readily available to the participating merchants. Please remember, it remains the cardholder's responsibility to keep their card information up to date with non-participating merchants they do business with.

What is a card-on-file (COF) merchant?

COF merchants keep a customer's card number on file for recurring payments. Examples include subscription services (such as Netflix) and utility companies.

What will happen when my card is reissued and the expiration date changes?

The expiration date will automatically be sent to the participating merchants. No action will be required by the cardholder and participating merchants will have access to the updated information the next time they request it from Visa or MasterCard.

When would the merchant use the updated card information?

Typically, the participating merchants would obtain updated cardholder information before processing billing. The interval will vary depending on the merchant and could be weekly, monthly, semi-annually, or annually.