

MyFarmers Card Service Center – FAQ's

What information is needed to use MyFarmers Card Service Center?

To use MyFarmers Card Service Center, click on the "Sign In" button located at the top of the page. You will be asked to provide certain personal information pertaining to your Credit Card account. This information helps us to authenticate you and to provide you with the correct account information.

What security measures does this service use?

We use advanced encryption techniques, including Secure Socket Layer technology, to protect the information you provide to us over the Internet. You can tell that the session is secure when you see a locked padlock displayed at the bottom of most browser windows. In addition, before displaying any transaction activity information online, we verify the identity of the cardholder, using the sign in or enrollment information. For additional security tips see the Security and Privacy Policy tab.

How much does it cost to view my transaction activity online?

MyFarmers Card Service Center is a free service provided to you as a feature of your Credit Card.

What account information can I see online?

You can view account summary information and your monthly transaction activity for the current billing cycle and six previous billing cycles. For your convenience, you can also view your transaction activity since your last statement.

Who do I contact if I have an issue with an item within my online transaction activity?

If you have questions about charges to your account, transactions on your account or any other account information displayed on this Website, please call (800) 944-2726.

If I use this service, will I still get a paper statement in the mail?

Unless you elect to receive your statement online, use of this service will not have any effect on whether or not you get a paper statement in the mail.

What if my Credit Card is lost or stolen?

If you have a lost or stolen Credit Card or are missing a Credit Card, report it immediately to our 24-hour Customer Service number, (866) 563-1335. This number is also printed on your monthly statements and on the back of your Credit Card. We will cancel your card and send you a new one.

What if there are unauthorized charges on my account?

You should call us right away at (866) 563-1335.

What if I want to dispute a charge on my statement?

If you have a problem with the quality of goods or services that you have purchased or you have not received goods or services ordered with your Credit Card, and you have

tried in good faith to correct the problem with the merchant, you can submit a dispute using MyFarmers Card Service Center or call us at (800) 944-2726.

How many payments can I make?

There is no limit to the number of payments that may be made in any given month, except that the total amount of payments made for a Credit Card are limited to the outstanding balance owed on the account. All other payments above the outstanding balance may not be authorized.

What payment options are available with MyFarmers Card Service Center?

You can set up a recurring automatic payment or make a one-time payment using MyFarmers Card Service Center. To avoid finance or other charges imposed by the issuing Financial Institution, you must schedule a payment sufficiently in advance of the payment due date. You must schedule the payment in accordance with the instructions displayed on the Make Payment screens.

Can I cancel automatic payments once I have activated this service?

You have the ability to disable automatic payments from recurring. Once logged into MyFarmers Card Service Center, from the Monthly Auto Pay screen select TURN AUTO PAY OFF. By turning auto pay off, you have cancelled future recurring payments. In some cases, you may have cancelled the current month's Credit Card payment and you may be required to make payment by other means, e.g. by mailing or phoning in the payment in order to avoid finance charges and other fees on your Credit Card. Please contact Customer Service by dialing (800) 944-2726 with any questions pertaining to the timing of payment cancellation.

Can I cancel a one-time payment using MyFarmers Card Service Center?

You can't cancel a one-time payment once it has been submitted. If you have questions you should contact Customer Service by dialing (800) 944-2726.

How do I view payment history on my account?

To view your payment history, select ONLINE PAYMENT HISTORY from the PAYMENT tab located in MyFarmers Card Service Center.

Where do I send my payments?

Please send all Credit Card payments via regular mail to:
Farmers Bank & Trust
PO Box 70222
Philadelphia, PA 19176

Please include your Credit Card account number on your check and include the stub from your monthly billing statement.