

Credit Card Conversion – Important Dates

05/09 – New Cards Mailed Out

05/14-5/23 – New Fraud and Dispute Cases Blackout Period

05/16-06/08 – Rewards Points Redemption Blackout Period

05/20 – Payment Transfer Period

05/20 – Final Day for Online Access of Current Account

05/23 – Card Activation

May 9, 2022 – New Cards Mailed Out

- Your current credit card will work through May 22, 2022, and you will be able to activate your new card on or after May 23, 2022.
- Instructions on how to set up online access for your new account will be provided on the Bank of Hope website on or around May 20, 2022. Visit the [personal credit card](#) or [business credit card](#) pages, depending on the product you have.

May 14 - 23, 2022 – New Fraud and Dispute Cases Blackout Period

- As a result of the change in our credit card processing platform, there will be a blackout period from May 14 – 23, 2022 for initiating new fraud and dispute cases. You will retain your dispute rights with your new card.

May 16 – June 8, 2022 – Rewards Points Redemption Blackout Period

- There will be no change to your rewards points, and they will be transferred to your new account as of May 23, 2022.
- Points redemption will be blocked from May 16 – June 8, 2022 to allow for full reconciliation of the transferred points.

May 20, 2022 – Payments Transfer Period

- Online Payments: Due to the change in our credit card processing platform, you will not be able to make or schedule online payments from 2:00 p.m. PT on May 19, 2022 through 8:00 a.m. PT on May 23, 2022. Any payments, including recurring/automatic payments, scheduled to be posted after May 19, 2022 will be canceled.

- You will be able to make a one-time payment or schedule recurring/automatic payments on or after May 23, 2022 at 8 a.m. PT. Please visit the Bank of Hope website for detailed information about making payments.
- Payments by Phone: You can continue to make payments by phone before May 20, 2022. From 2:00 p.m. PT on May 19, 2022 through 8 a.m. PT on May 23, 2022, you will be unable to make payments by phone. Starting at 8 a.m. PT on May 23, 2022, you can call the phone number on the back of your new card to make a payment by phone.
- Payments by mail or in-person: You can continue make payments in-person at one of our branch locations. For payment by mail, please mail it to the address for payments provided on your current statement at least 7 days before it is due.

May 20, 2022 – Final Day for Online Access of Current Account

- After May 20, 2022, you will no longer be able to access your credit card account information at bankofhope.cardmanager.com. Please be sure to log in to your account before May 20, 2022 to print or save copies of past statements to keep for your records. On or after May 23, 2022, visit the Bank of Hope website to set up online access for your new account. Prior username and password will no longer be valid.

May 23, 2022 – Card Activation

- PLEASE ACTIVATE YOUR NEW CREDIT CARD(S) on or after May 23, 2022 at 8 a.m. PT to continue to use your account.
- The first statement you receive for your account after May 23, 2022 will include the new mailing address for payments. Please only use this address after May 23, 2022. Your payment due date may also change. Be sure to note the payment due date and adjust the timing of payments as needed.