

Mastercard Automatic Billing Updater FAQ's

What is Mastercard Automatic Billing Updater?

Mastercard Automatic Billing Updater (ABU) is a mandatory service that updates participating merchants that maintain card-on-file (COF) account information to process recurring or automatic customer payments, such as subscriptions, installments, or utility payments. This service helps reduce the number of declined transactions due to card expirations and lost or stolen cards.

How does the Mastercard Automatic Billing Updater service work?

Cardholders generally have recurring payment or a COF set up with a merchant(s). When account changes are made to a cardholder's account – for example, a debit or credit account number has been changed or an expiration date has been updated – cardholders often do not advise merchants about the changed account information, which causes recurring payment to be declined as well as an inconvenience to cardholders. This service allows the updated information to be provided to participating merchants on behalf of the cardholder resulting in fewer declines. The service provides a convenience to members so they do not have to contact each merchant with updated card information.

What are card-on-file automatic payments?

Card-on-file transactions are payments processed using a debit card number for a recurring payment or service with a merchant or service provider:

Examples: Transportation services (Uber or Lyft)
 Online retailers (Amazon or Wayfair)
 Movies, music and eBooks (Netflix, Pandora)
 EZ Pass
 Gym membership
 Anti-Virus software

What are the benefits of the Mastercard ABU service?

- Reduces "card not present" declines
- Helps to ensure on-time bill payment
- Prevents late fees and service disruption

Will all of my payment information be automatically updated?

No. Mastercard ABU service is only available to participating merchants. They can choose the frequency at which they check for updated payment information. To avoid late payments and penalties, cardholders must check with their merchant to ensure their card information has been updated.

How do I enroll in Mastercard ABU?

Cardholders are automatically enrolled for Automatic Billing Updater unless you opt-out.

What if I do not want to participate in Mastercard ABU?

A cardholder can request to opt-out of this service by completing the Audubon Savings Bank Mastercard ABU Opt- Out Form at your local branch.

What if I do not update my debit card information?

Automatic payments will be declined and merchants may charge you late fees. Most merchants will contact you by phone, email, or text to notify you that your payment did not go through.