

MasterCard® Automated Billing Updater FAQ's



What is MasterCard Automated Billing Updater (ABU)?

ABU is a service that will provide card number and expiration date updates to merchants with whom you maintain card records on their systems, typically for recurring customer payments.

What does ABU do?

This service provides a way for card issuers, such as Timberwood Bank, to communicate the most recent and prior card information to MasterCard. MasterCard makes this information available to merchants that choose to participate in this service.

Is participation in this service mandatory?

As a financial institution we are required to participate in this service. As a customer, you are able to opt-out of this service by completing the opt-out notice and returning it to Timberwood Bank.

What are the benefits of this service?

This service will help reduce card declines due to expired expiration dates. This will help ensure on-time payments and prevent late fees and loss of service.

Will all my information be automatically updated?

No. This service is only available to participating merchants and not all merchants may choose to use it. It is also up to the merchant on how often they check for updated information. You must check with your merchant to ensure your card information is updated.

What merchants are participating?

Merchants that keep Card-On-File (COF) information on file for recurring payments may participate. This includes utility companies, subscriptions, gym memberships and more. Timberwood Bank does not have a list of merchants that participate.

What if I have more questions?

Any of our Timberwood Bank Personal Bankers will be happy to answer any of your questions. Please stop in and see us or call (608) 372-2265.