

MyCardInfo

Frequently Asked Questions

What is MyCardInfo?

MyCardInfo is Collabria's online account management tool where you can access account information 24/7. You can register for a MyCardInfo account for free as a Collabria cardholder. With MyCardInfo, you can check current balances, review recent activities, verify the last payment made, make payments, view e-Statements and more.

How do I enroll?

For personal cards, enrolling is as simple as entering your account information, assigning a username, password and personal security code and completing a few security questions. You will then have access to your online account. To enroll, click the "Home" link at the top of the page and you'll be redirected to our enroll/login page. Click "Enroll" to get started.

What if my username or password does not work?

If you encounter any questions or concerns that are not answered by the online instructions during your enrollment or login process, call Cardholder Service at 1.855.341.4643 for assistance.

Is MyCardInfo safe?

MyCardInfo is designed to keep your account information secure. Your session will time out after 20 minutes of inactivity and your account number is never displayed on the screen. If you have any questions please call Cardholder Service at 1.855.341.4643 for assistance.

How do I view past statements?

You can access 13 months of statements by logging into your online account through MyCardInfo and enrolling in e-Statements. e-Statements can be saved and/or printed to your computer. Enrolling in e-Statements will turn off paper statements from mailing. If ever you need to resume paper statements, you will need to dis-enroll from e-Statements.

Is Quicken compatible with Collabria credit cards?

Download transaction history compatible with Quicken software!

Because Quicken is important to you, our cards offer the ability to download recent transaction history in a format that's compatible with Quicken. More details, [here](#).

Is it possible to have e-statements and keep mailed statements simultaneously?

No. Cardholders can choose one or the other.