

Questions about the change of existing Coast to Coast Visa® accounts to the new Good Sam | Camping World Visa®?

Q: Who is Comenity Bank?

A: Originally formed as World Financial Network National Bank (WFNNB) in 1989, we provided private label credit card services to Limited Brands stores and their customers.

By 2011, our business had grown to include many of the country's most recognized brands. Comenity Bank and Comenity Capital Bank were formed to make it easier for cardholders to find information about their private label and co-brand credit card accounts, and the banks that manage them.

Today, Comenity offers award-winning customer care to help make your experience with your favorite brands a positive one. Comenity and its associates across the country actively support local initiatives for housing and financial literacy in their respective communities.

Q: Why am I getting a new Visa credit card?

A: Because your Coast to Coast Visa credit card account is transitioning from Barclays to Comenity Capital Bank, you will be receiving a new, Comenity Capital issued Good Sam | Camping World Visa credit card. As part of this transition, all customer care and Visa credit card account management will be managed by Comenity Capital Bank.

Q: When will my new credit card arrive?

A: Your new Good Sam | Camping World Visa credit card should arrive at the end of August as long as your account remains in good standing. You can begin to use your new card on August 31, 2014.

Q: How do I activate my credit card?

A: You may activate your new Good Sam | Camping World Visa credit card in two ways beginning August 31, 2014: online, by visiting the URL provided on your new card; or over the phone, by calling the phone number provided with your new card anytime.

Q: What happens with my existing Coast to Coast Visa credit card issued by Barclays?

A: You can continue to use your existing Coast to Coast Visa credit card through August 30, 2014. You can activate and begin using your new Comenity Capital issued Visa credit card on August 31, 2014. Please destroy your existing Coast to Coast Visa credit card issued by Barclays at that time.

Q: Has my Visa credit card information changed?

A: Yes. Your new card will have a new account number and expiration date. You will also receive a new Personal Identification Number (PIN) after you receive your new card in the mail.

Q: Will my Visa credit card account terms, rates and/or fees change?

A: The terms of your Card member Agreement continue to apply until further notice. After Comenity Capital acquires your account, any references to Barclays Bank Delaware in your Agreement will refer to Comenity Capital Bank.

Q: What if I have multiple cardholders on my credit card account?

A: With the new card, there will be a number to request a card for each cardholder on your account. Please note that all credit cards associated with your account will have the same new account number.

Q: Is there a phone number I can call if I have questions about my Barclays issued credit card account?

A: Yes. Prior to August 31, 2014 you can get answers regarding your existing Barclays account by calling the number on the back of your current card. Barclays will not be able to answer questions regarding Comenity Capital or the new card program. Comenity Capital Bank contact information will be provided on your new Visa credit card.

Q: What will happen with the REC REWARDS Rewards Program on my Barclays issued Credit Card?

A: You can get answers regarding your existing Barclays account and rewards program by calling the number on the back of your current card. Current rewards balances will be transferred for all active accounts in good standing.

Q: What happens to automatic payments I have set up on my Barclays issued Coast to Coast Visa?

A: You will receive information at a later date with specific direction on how to change automatic payments.

Q: What if I do not want the new Good Sam | Camping World Visa issued by Comenity Capital Bank?

A: Information will be provided with the new cards that provides how to opt out of future offers.