



Open Banking

It is time to enroll in Mastercard Connect!

What is happening:

We are migrating from the Finicity support portal (support.finicity.com) to Mastercard Connect and Support Case Management (SCM) by mid-2025.

SCM offers a robust ticket tracking system that allows you to easily manage support request cases in a single platform. Case updates are made in real time and is our secure channel to exchange sensitive data. Your case history will be automatically migrated to the new portal.

To support this migration, all Clients and Partners first need to enroll in Mastercard Connect--the single, unified entry point and secured global platform where Mastercard business customers come to onboard, enroll, service, and grow their business. Many Clients and Partners have already set up their Mastercard Connect access in 2024 as part of the billing migration and credit card payment setup.

What you need to do:

1. If not already enrolled in Mastercard Connect, identify two people from your company to be Mastercard Connect Access Managers (*previously known as Security Administrators.*) They will handle user management and access approvals using the Access Manager/Security Administration app. Once identified, please submit the Enrollment Form 1145b, which is located [here](#). *For more information on the Access Manager role, please refer to the video [here](#)*
2. Once the Access Managers are identified and set up, they can Enroll new users in Mastercard Connect by sending an Invite/Accept email, or please ask users to [Enroll in Mastercard Connect](#) by clicking the Sign Up or Sign In Link.

How this change impacts and benefits you:

Going forward, Mastercard Connect will become the single-front door into Mastercard for Product, Billing, and technical support. This platform will provide you access to the Support Case Management (SCM), Pricing and Billing Resource Center (PBRC), and Technical Resource Center (TRC) tools.

If you were set up for Mastercard Connect during the 2024 Billing Migration, you have already completed a major first step! **We need you to validate that your Mastercard Connect users stay active by logging in every ninety (90) days, or these users will potentially need to re-enroll into Mastercard Connect if they become inactive.**

Once access to Mastercard Connect is granted, we will coordinate and schedule an automatic migration of all current Open cases plus the last twelve (12) months of Closed cases from the support.finity.com portal to [Mastercard Connect](#) and [SCM](#). After the case migration is complete, access to support.finity.com will be suspended and all users will be required to log in to Mastercard Connect to manage their support cases.

We will communicate a Freeze Period window where we kindly ask that you do not open any new support cases or manage existing cases in the support.finity.com portal for a period of 24-48 hours while we perform the migration. *NOTE: The timing of each case migration will generally fall over a weekend, but we reserve the right to customize the migration timing to accommodate for case volumes or other circumstances.*

Additionally, Voice of the Customer (VoC) Surveys will be re-activated after your migration is complete, allowing Clients to provide feedback, and Mastercard to receive Customer Satisfaction (CSAT) and Net Promoter Score (NPS) scores for closed cases. This feedback is invaluable to help enhance the customer experience with Mastercard products and services!

Watch for emails in the coming weeks with more details and instructions about your individualized case migration window, and how you can prepare your teams for the new SCM support portal.

Thank you for your continued partnership and for trusting us with your business.

Questions?

Contact your Mastercard Client Success Manager with additional questions.

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