

Frequently Asked Questions- Chip Cards

Q: *What are chip cards?*

A: A chip card - also called a smart card or an EMV card - is a debit or credit card that contains a microprocessor that enhances the security of cards during point-of-sale transactions. These cards, already in use in much of the world, use a security standard originally developed by Europay, MasterCard and Visa (EMV) as a way to fight card fraud resulting from theft, skimming and counterfeiting. The EMV technology has been adopted by the other major card brands and issuers.

Q: *Is a chip card more secure than magnetic stripe cards?*

A: Yes. Chip cards add an additional layer of security to the safeguards that already protect cards. Each time a cardholder uses their chip card it generates a code that is unique to that transaction. This makes it harder to counterfeit a card or to use it fraudulently for in-store purchases.

Q: *When will I get my chip card?*

A: We will be rolling out chip cards to all of our cardholders, so there is no need to request one. You will receive your new card in the mail shortly before your current card expires. Should you need one sooner just let us know.

Q: *How do I use the chip card?*

A: Begin the payment process by 'swiping' your card, just as you do today. If the payment terminal is chip-enabled, you will be asked to insert your card.

1. Insert the card, face up and chip end first, into the terminal.
2. Leave the card in the terminal during the entire transaction.
3. Follow the instructions on the screen and either sign or enter your PIN as needed. Be sure to remove your card and take your receipt when the transaction is complete.

For merchants without chip-enabled terminals, your payment will process as it normally does from your initial swipe.

Q: *Can I use my chip card anywhere?*

A: Yes. Your chip card can be used virtually anywhere this brand of card is accepted in the U.S. and around the world. If a merchant has a chip-enabled card terminal, you will insert your card during the transaction. In the U.S., you will still be able to 'swipe' your card to make your payment if a merchant has a regular terminal. You will need a PIN to be able to make a transaction at an ATM.

Q: *What if a merchant doesn't have a chip-enabled terminal?*

A: For merchants without chip-enabled terminals, you will 'swipe' your card through the terminal, just as it is done today.

Q: *Can I still use my current card?*

A: You can use your current card until you get your chip card. At that time, activate your new chip card and start using it. Be sure to destroy your old card by cutting it up or shredding it.

Q: *Do I need to sign the back of the card?*

A: Yes. You still need to sign the back of your card.

Q: *Can I use my chip cards at an ATM?*

A: Yes. For ATM transactions, insert your card into terminal and follow the instructions on the screen. Depending on the type of ATM, you might be prompted to re-insert your card. Leave the card in the ATM until the transaction is complete and the card is released, and then remove your card and any money you might have withdrawn.

Q: *When I used my chip card at an ATM, I was asked to select between “Debit” and “Visa Debit. Which one should I choose?*

A: It is fine to select either one – your transaction will work either way.

Q: *Can I use it to make purchases online or by phone?*

A: Yes. You can use your chip card to make these purchases as you do today.

Q: *Can I use my chip card with Apple Pay™?*

A: Yes. You can use your chip card to make payments with Apple Pay at participating merchants.

Q: *What if my card is lost or stolen?*

A: It's important to report a lost or stolen card immediately. Keep a record of the telephone number on the back of your card and call it if necessary. You can also call the credit union directly to report it lost or stolen.

Q: *Will chip cards prevent data breaches?*

A: While chip cards won't prevent the types of large-scale data breaches that have hit some merchants, they do make it extremely difficult to produce counterfeit cards from that stolen data.

Q: *Does a chip card contain more information about me that could be stolen?*

A: No, a chip card does not contain any information about you that isn't in your magnetic stripe cards – just your name, account number, and expiration date.

Q: *Can someone steal the information in my chip card remotely using radio waves or a “contactless reader?”*

A: No, your chip card must be inserted into a POS terminal or ATM in order to read the chip. Your chip card has to be within two inches of a contactless reader in order to activate. The information that can be read is limited and not sufficient to make a fraudulent card.

Q: *Can I request a chip card before my current card expires? Is there a charge?*

A: Yes, you can request a chip card before your current card expires. There is no fee.

Q: Will my card number change when chip cards are issued?

A: Due to the advanced technology of EMV Cards, each cardholder will now need to have a unique card number. If you have multiple cards holders on the same account you may be receiving new card numbers with a new expiration date. You will want to make sure to update this information with all merchants who bill your card automatically.

Q: Can I choose my own PIN?

A: Yes, you can choose a custom PIN by bringing in your card to one of our branch locations.

premieronecu.org | (408) 524-4500 | (855) 500-7128



Revised 04/28/17