



Frequently Asked Questions- Card Personalization Service

Q: Can I have a different card design than my joint card member or authorized user?

A: Yes, every debit or credit card can be customized by the individual cardholder, whether they are a primary or secondary account holder or authorized signer.

Q: How much does this service cost?

A: Free for our members.

Q How often can I change the image on my debit or credit card?

A: You may change the image on your card one time during the three year life of the card.

Q: Can I personalize my ATM card with a custom image?

A: No. This service is only available for debit card and credit cards.

Q: What size does my photo need to be?

A: Sizes are required to be:

- Aspect ratio 3:2 and minimum resolution of 1015x640.
- Images should be sent as actual size.

Q: How do I know if my image was approved?

A: An email response will be sent to the email address provided.

Q: What happens if I don't get an email approval?

A: If your image is not approved, kindly submit another image for approval after reviewing the guidelines. Please contact the credit union if you do not receive an email response within 1 business day.

Q: What will happen if my image is denied?

A: You will receive an email stating your image is not approved with an explanation. We will ask that you submit a different image for approval that meets our guidelines.

Q: When my card expires and I receive a new card, will it still have my personalized image?

A: No it will not. 45 days prior to expiration you can submit an image for approval and visit your local branch for a new card to be printed.

Q: If I lose my card, will my replacement card have my personalized design?

A: No. You may follow the process for image approval and visit your local branch for your custom image card to be printed.

If you have any questions about the process please contact us at 408.524.4500 or 1.855.500.P1CU