Small Chip BIG Protection

Debit MasterCard with EMV Smart Chip Technology

FAQs

What is an EMV card?
An EMV card looks just like a standard size plastic debit or credit card but in addition to the typical magnetic strip, a microchip is embedded in the card that encrypts information related to your financial transactions, for enhanced security. EMV chip card technology provides the highest level of debit and credit security available. The embedded chip can more accurately determine a card's authenticity, at the time of transaction, and is difficult to counterfeit or copy. While chip cards help reduce certain kinds of fraud related to data breaches, they cannot prevent data breaches from occurring or all fraudulent criminal activity. You can use your chip card to conduct transactions at any chip-enabled terminal.

Where can I use my chip card?
Use your chip card at the same merchants you do now – either by inserting the card into terminals that are chip-enabled or swiping your card. You can also continue to use your card as you did before for online payments, telephone payments and at ATMs.

How do I use my EMV debit card?
For retailers with chip-enabled terminals, simply insert your chip card face up in the terminal, where it will remain until the transaction is processed. A series of easy to use prompts will instruct you for each step. If a retailer is not yet enabled to process chip cards, simply swipe your card as you normally do. Transactions conducted over the phone or online remain the same.

Will I be able to withdrawal money from an ATM with an EMV card?
Absolutely, simply follow the instructions provided at the ATM.

Will my debit card PIN change with my Debit MasterCard?
Your personal identification number (PIN) will change. However, you can update to a PIN of your choosing when you activate your card.

Will the chip card cost me additional money or fees?
No, you will receive your new card free of charge in the mail, and there are no additional costs to use it.

How does EMV address payment fraud?
The EMV card includes a secure microprocessor chip that can store information securely and process that information during a payment transaction. EMV cards carry security credentials encoded by the card issuer when issued. These credentials are stored securely in the EMV card's chip and are virtually impossible to access by unauthorized parties. These credentials help prevent card skimming and card cloning, which are ways that magnetic stripe cards can be compromised and used for fraudulent activity.

There are several built-in authorizations and verifications that take place with each transaction for consumer protection. Even in the unlikely event a fraudster stole account data from a chip transaction, it couldn't be used fraudulently because of further protections built into the way the EMV handles transaction data.