

## ***Your new Chip Debit Card is coming ... Increased protection for you!***



### **Enhanced security for your debit card.**

We take your security seriously and will be offering an upgraded way to help protect you from fraud. Very soon, we will begin converting all of CODE's existing debit cards over to the new chip cards. You can expect to receive a new card in the near future. Here are some frequently asked questions to explain the upcoming conversion.

#### ***What are chip cards?***

A chip card – also called a smart card or an EMV card – is a debit or credit card embedded with a microchip that adds an additional layer of fraud protection during point-of-sale transactions.

#### ***What does a chip card look like?***

Chip cards have a small, metallic square embedded somewhere on the card.

#### ***What is EMV?***

EMV is an abbreviation for Europay, Mastercard and Visa, the three organizations that developed the initial specifications. When used at a chip-enabled register or ATM, a small computer chip embedded in the card adds a new layer of protection against unauthorized use and counterfeiting. Information programmed into the chip is personalized for your account and each transaction generates a unique code that can't be used again.

#### ***How does it work?***

During the transition to chip, you can swipe your card as you normally would and follow the prompts. If the terminal is chip-enabled, it will prompt you to insert your card instead. If you already know your chip card works at a particular merchant, start by inserting your card.

1. At chip-enabled terminals, insert your card with the chip toward the terminal, facing up. Do not remove until prompted.
2. Provide your signature or PIN as prompted by the terminal. Some transactions may not require either.
3. When the terminal says the transaction is complete, remove your card.

***How does it work at an ATM?***

For ATM transactions, insert your card and follow the instructions on the screen. Depending on the type of ATM, you might be prompted to re-insert your card. Some ATMs will require you to leave the card in the machine until the transaction is complete and the card is released.

***Is a chip card more secure than a magnetic stripe card?***

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

***Will the magnetic stripe on the back go away?***

No. While major retailers are implanting the new chip terminals, smaller retailers may not upgrade for some time. It's still going to take some time to get the chip cards out to consumers as well.

***Can a chip card be used anywhere?***

Yes. Chip cards can be used anywhere Visa® is accepted in the US and around the world. If a merchant has a chip-enabled card terminal, you will insert your card during the transaction. In the US, you will still be able to "swipe" your card to make a payment if a merchant has a regular terminal.

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

For merchants without chip-enabled terminals, you will "swipe" your card as you do today.

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

You can use your current card until you receive a chip card. At that time, you should activate the chip card and start using it. Destroy your old card at that time.

***Can a chip card be used to make purchases online or by phone?***

Yes. There is no change to that process. Chip cards can be used to make purchases the same way it is done today.

***Will chip cards prevent data breaches?***

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.

***Will making payments with chip cards take longer?***

Yes. Rather than swiping your card, you will insert it into the terminal and leave it there during the full transaction. That allows communication between the card, the terminal and the payment networks to verify the card and authorize the transaction. You will either sign your name or enter your PIN as necessary to complete the transaction.

***Will my CODE Visa credit card be re-issued as a chip card?***

Yes, eventually. At this time, however, we are converting CODE debit cards only. Once that conversion is complete, we will begin converting the Visa credit cards.

***Resources***

- [Go Chips and Dips](#) - informational site from Merchant e\_solutions
- [GoChipCard](#) - educational site from the EMV Migration Forum and the Payments Security Task Force