

# FREQUENTLY ASKED QUESTIONS ABOUT EMV CARDS & TECHNOLOGY

## **Q. What is EMV and why is my DATCU Mastercard® Debit Card being upgraded?**

A. EMV stands for “Europay, Mastercard®, Visa®” and is microchip technology that has been a global standard for payment processing with debit and credit cards. It has been around for about 15 years and is just now migrating to the United States. Currently, cardholder information is stored on a magnetic stripe on the back of your card. On an EMV microchip-embedded card, the information is stored in the chip on the front of the card and is very difficult to counterfeit creating a more secure transaction. As our member, you are important to us and we want to do our best to protect you from fraud. The additional level of security that it provides is also easier for you to use if you travel internationally. At some point, all companies will be utilizing cards with this more secure technology as U.S. merchants and retailers adopt it.

## **Q. How does an EMV / Chip Card reduce fraud?**

A. The “chip” adds additional security to your card because it produces a unique code to validate your transaction, making it almost impossible for your card data to be stolen and duplicated. Because the code changes every single time, those who have fraud in mind aren’t able to counterfeit the chip – making your card more secure. The current magnetic stripe on your card is static meaning it is always the same. That makes cards with only a magnetic stripe an easier target for fraudsters.

## **Q. Will my account number change?**

A. Your account number on your card will not change; however, your card’s expiration date and 3-digit security code will change. If you have automatic payments on your card, you will need to update that information as soon as your new card arrives.

## **Q. Will my DATCU Mastercard® require me to have a PIN number?**

A. YES. Your new DATCU chip-embedded Mastercard® is a “chip and PIN” debit card. The specific chip-enabled terminal will prompt you on exactly what you need to do to conduct your transaction. You **must** know your PIN number to complete your transaction. If you do not know your pin number, please go to any DATCU branch location to re-pin your card.

## **Q. Where can I use my new card and will all retailers where I shop take my new chip card?**

A. You may use your chip-embedded debit card at all of the merchants you do now. Just as we are rolling out and switching our DATCU credit and debit cards to the new chip technology, merchants are converting existing machines to the chip card terminals. Some will do that faster than others. The simple answer is that all merchants will be able to take your card – nothing changes there. Some will have a chip terminal, where you will insert your card, and others will not. For those with old terminals, you will still need to swipe your card. That is why our DATCU Mastercard® Debit Card has both the embedded chip and the magnetic stripe.

## **Q. Will I be able to use my chip card for online payments and at ATMs?**

A. Absolutely. At ATMs that are not chip-enabled, you will use your card as you always have.

## **Q. Are there any fees associated with my new DATCU “Chip” Debit Card?**

A. There are no additional fees. Your new card will provide all the same great benefits and rewards of which you are accustomed. This includes identity theft resolution services, price protection, extended warranty, satisfaction guarantee, and Mastercard® Airport Concierge™.

## **Q. What steps do I need to take when I get my new card?**

A. You need to activate your new card, sign it, and destroy your old card. Don’t forget to contact any merchants where you have automatic payments because while your account number stays the same, your expiration date and 3-digit security code will change.

## **Q. What if I don’t have a DATCU Platinum Mastercard® Debit Card and want one?**

A. It’s very simple. Call (940) 387-8585 or drop by any of our convenient branch locations.



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