



New Debit Card Designs and FAQs

Will the NEW Contactless Debit Card look different?

The card designs have been updated. Consumer and business debit cards will now have different designs. See below:



Consumer



Business

When will the new Contactless Card(s) arrive in the mail?

Cards will be placed in mail beginning mid-June. If you do not receive your card(s) by June 26, please call us at 877.950.2228.

When can I activate and begin using my new Contactless Card?

Once you receive your new card, you may activate and begin using it immediately. The activation instructions are attached to the new card. The number to call is 888.691.8661.

Will I get a new PIN for my card?

No. Your current PIN will transfer over to the Contactless Card, however, if you would like to change your PIN you can do so by calling 888.891.2435.

Will my card number change?

No. The new card will have the same 16-digit number.

Will my new card have a different expiration date and CVV code?

Yes. Cards will have a new expiration date and CVV code.

Do I need to update my new card information with the companies that charge my card each month?

The card number is not changing, however, cards will have an updated CVV code and expiration date. You will need to update account information for any recurring payments such as gym memberships, bill payments and subscriptions. Please remember to contact each of these merchants to ensure that your payments continue to be processed accurately and in a timely manner.

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Contactless Feature FAQs

Why am I getting a new Contactless Debit card?

We want to provide you with the safest and most secure debit card available. The new debit card now includes contactless capabilities along with EMV technology, which will offer an enhanced level of security.

What is contactless card technology (also known as Tap & Go®)?

A faster, greater security and cleaner alternative to swiping or inserting your card. It is like having exact change wherever you go. A simple tap of your card or smart phone is all it takes to pay at checkout where you see the contactless symbol.

How will contactless technology protect my information?

Every time you use your card at a contactless terminal, each transaction is tokenized to protect card information. Tokenized means replacing sensitive data, i.e. your card number, with different data in order to protect your card details.

Will I still be protected against unauthorized charges?

Yes. If your card is ever lost, stolen, or fraudulently used, you are protected by MasterCard's Zero Liability Protection.

With the Contactless Card, can I still swipe my card to pay?

Yes. If a merchant does not accept contactless or EMV chip cards, you will simply swipe your card.

Mobile Wallet FAQs

Will my new Contactless Debit Card need to be updated in my Mobile Wallet?

No. The information will automatically be updated in your Mobile Wallet.