



Q & A: EMV “Chip” Credit Cards

Q: What’s an EMV chip card?

A: MasterCard EMV chip cards are an advance in card security technology, with an embedded microchip that stores and generates the information required to authenticate, authorize and process transactions.

Q: How does chip technology protect my information?

A: Every time you use your card at a chip-enabled terminal, the embedded chip generates a unique transaction code. This prevents stolen data from being fraudulently used when the card is present for the transaction.

Q: When will these be made available at UICCU?

A: On March 1, UICCU began the implementation of EMV chip cards to all new cards being produced. Beginning in May, all cards being reissued due to expiration dates will include the EMV chip technology.

Q: Will I still be able to use my UICCU MasterCard the same as always?

A: Yes, EMV chip cards do everything the magnetic stripe on the back of your card does now, but the chip gives you added security benefits and you are still protected from fraud by MasterCard’s Zero Liability policy.

Q: Can I request a reissue of my chip card early, and get the EMV chip card sooner?

A: Yes. You can call (800) 397-3790 and request it. It’s important to note that if you put in an early request for a chip card, we will need to shut down your current card upon that request. The expiration date of your card will change. Any automatic payments you have set up with card will need to be updated. You will be without your UICCU MasterCard for 10 days to 14 days; the time it takes for the new card to arrive.

Q: When I get my new credit card with the embedded chip, will it change my card number?

A: No. The expiration date will be updated.

Q: Can I get a chip version of my debit card?

A: Not at the present time.

Q: What should I do with my old UICCU MasterCard Credit Card?

A: Simply activate your new chip-enabled card, and destroy your existing card.

Q: How do I pay with a chip-enabled card?

A: It’s easy to make purchases with your chip-enabled credit card. Simply insert the chip end of your card into the terminal with the chip facing up. Leave your card in the terminal and follow the prompts on the screen. Remove your card from the terminal when prompted, then sign for your purchase and take your receipt. If a merchant is not yet chip-enabled, you can still just swipe your card.

Q: Are all merchants ready to accept the “chip” cards?

A: UICCU is one of the first in the area to make EMV chip cards available. Most merchants are in the process of updating their card terminals to accept chip cards, but UICCU EMV chip cards can still be swiped at the non-chip terminals. The added layer of protection will occur when merchants have upgraded their terminals.

Q: Will I have to pay any fees to use my chip-enabled card?

A: No. There are no additional fees to use your new card.

Q: Does my new card have all the same benefits?

A: Yes.