

# **Merced School Employees Federal Credit Union**

## **\*\*\*\*IMPORTANT INFORMATION REGARDING YOUR DEBIT CARD\*\*\*\***

To enhance the safety and security of our member accounts, a new EMV chipped Visa debit card has been issued to replace your existing Visa debit card. **All cardholders will receive a new card with a new unique number, even those who used to share a card number.**

To activate the new card and select a PIN, please call 1-800-757-9848 and follow the prompts. When asked for the last four digits of the primary cardholder's social security number and birthdate, please **use the information of the primary member**, the first name that appears on the monthly account statement. If you do not know their social security number or birthdate, please contact the Credit Union to activate your card.

In addition, don't forget to notify any merchants authorized to charge recurring transactions of your new debit card number and expiration date. **Please activate your card as soon as possible** as all cards without an EMV chip will be blocked on May 30, 2017. If you have any questions or concerns, please contact the Credit Union's debit card department at (209) 383-5550 ext. 109, 114, or 115.

## **Frequently Asked Questions**

### **Why am I getting a new card?**

Every member that currently has a debit card will receive a new debit card with an embedded chip. The chip enhances the security of the card and will help prevent debit card fraud.

### **Why did my debit cards come in two separate envelopes?**

The other cardholder you used to share a card number with now has their own unique card number. Their debit card transactions will still post to the same checking account, but if one of the cards is lost or stolen, it will no longer impact the other card.

### **When will I get my PIN number?**

You will not receive a PIN in the mail but you will select your PIN during the same call that you activate your card.

### **Why doesn't the activation phone service recognize my social or birth date?**

During the activation process, you will need to enter the last four digits of the primary member's social and birthdate, the first name that appears on the account statement.

### **I have more than one account with a debit card, how can I tell which account the card is for?**

Credit Union staff can look up your account by the debit card number and let you know.

### **What about my recurring debits?**

Any merchants or companies you gave your debit card number to for recurring debits will have to be informed of your new debit card number and expiration date.