

Visa® CheckCard Chip Technology - Frequently Asked Questions

- **What is a Visa® Chip Card?**

Your new Visa® CheckCard now has an embedded microchip. This chip protects in-store payments because it generates a unique, one-time code this is needed for each transaction to be approved. It is virtually impossible for fraudsters to replicate this feature in counterfeit cards providing greater security and peace of mind when used in-store. A Chip Card also has a magnetic stripe on the back of the card in case the merchant has not upgraded to the chip technology.

- **Do I need to use a PIN with my Visa® CheckCard?**

Your Visa® CheckCard is enabled with both Chip and magnetic stripe. The bank recommends using the Chip transaction when available for greater security and this type of transaction requires a signature. You may still perform a PIN transaction by swiping the magnetic stripe on the back of the card as you do today.

- **Where can I use my chip card?**

You can use your chip card anywhere Visa® cards are accepted. You can swipe your card just like you do today using the magnetic stripe on the back of the card, if a chip-activated terminal is not yet available. The terminal or the cashier will prompt you to insert and leave the card in the terminal until the transaction is complete if it is activated for chip.

- **What happens if I swipe my card in a chip-activated terminal?**

If the terminal is chip-activated, a prompt on the screen will advise you to insert your card and follow the instructions.

- **Are Visa® Chip Cards more secure than magnetic stripe cards?**

All Visa® cards offer protection from unauthorized use of your card or account information. Visa® Chip technology offers another layer of security when used at a chip-activated terminal, because it generates a unique, one-time code that is needed for each transaction to be approved.

- **Is there a cost for a chip card?**

No. As a BankDirect customer, you get the benefit of additional security without the cost.

- **Can I use my chip card overseas?**

Yes. Europe and other non-US countries have already adopted the EMV technology. Many of these countries do not accept the mag-stripe any longer. The BankDirect Visa® CheckCard has both the chip for added security and the magstripe in case the merchant terminal is not chip enabled.

International Transaction Alert

The safety and security of our customers' accounts is vitally important to us. Due to the increase in ATM and Debit Card fraud overseas, BankDirect will not authorize any transaction originated internationally unless our customer has contacted us to request us to do so. If you plan to travel outside the United States, or initiate a transaction with a vendor outside the United States, please contact Client Support (1.877.839.2737) to temporarily authorize your Visa® CheckCard and ensure there are no interruptions to your banking service.