

VISA DEBIT CARD

Q: Why am I receiving a new card?

A: Your card now includes chip technology. It provides an enhanced level of security as well as global acceptance.

Q: How can I request a Resolute Bank Visa Debit card?

A: We will automatically send you a chip card during our late June 2017 conversion period.

Q: How do I activate my new Resolute Bank Visa Debit Card?

A: There are several convenient options available to activate your new card. You can use one of our online services, Resolute Online or Resolute Business Manager; use our mobile banking service Resolute Mobile; or contact our Client Experience Team at (888) 223-9968 and they can assist you. Please view the Visa Debit Card Activation Guide for more information.

Q: What should I do with my old Resolute Bank Visa Debit card?

A: Once you activate your new card, please destroy your existing card for security reasons. Your existing magnetic stripe card will expire upon the first use of your new EMV chip card or on August 31 whichever happens first.

Q: How does chip technology protect my information?

A: Every time you use your card at a chip-activated terminal, the embedded chip generates a one-time use code. This code is virtually impossible to counterfeit and helps reduce in-store fraud.

Q: Has my card information changed?

A: As an added security measure, Resolute Bank will issue cards with new account numbers, PINs and expiration dates. Please be sure to update your information with billers that charge your card regularly.

Q: Has my PIN changed?

A: Yes, if you would like to change your PIN, please stop in our Banking Office or contact a member of our Client Experience Team at (888) 223-9968 and they can assist you.

Q: How do I pay at a chip-activated terminal?

A: It's easy to make purchases with your debit card. You can always swipe your card like you do today. If a chip-activated terminal is available, you will be prompted to insert the chip end of your debit card into the terminal with the chip facing up. Leave your card in the terminal and follow the prompts on screen. Visit our [Visa Debit Card](#) or [Visa Business Debit Card](#) webpages for more information.

Q: Why do I need to leave my card in the terminal?

A: While your card is in the chip-activated terminal, the embedded chip creates a one-time use code. This code is virtually impossible to counterfeit and helps reduce in-store fraud. If you remove your card too soon, your transaction will be canceled.

Q: Where can I use my chip card?

A: You can use your card at millions of places that accept Visa Debit cards, at home and around the world.

Q: Can I still swipe my card to pay?

A: Yes. If a merchant is not yet chip-activated, simply swipe your card and enter your PIN. Or select CREDIT and sign for your purchase, if necessary.

Q: Does my chip card work at the ATM?

A: Yes. You can still use your card to get cash, check your balance and more. Be sure to insert the chip end of your debit card into the ATM with the chip facing up. Your card will remain in the ATM until your transaction is complete.

Q: Will I have to pay any fees to use my chip 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. You can count on the same level of benefits you always have.