

FAQs About EMV Cards

Q: What is an EMV chip card?

A: The terms EMV and chip are often used interchangeably. EMV is a set of specifications for smart card payments and payment devices which were developed by Europay, Mastercard® and Visa®.

A chip card (also known as a smart card) is a standard-size plastic card with a magnetic stripe and a small microprocessor embedded into the card that contains an operating system.

Q: When will I receive my VeraBank EMV card?

A: Debit Cards – As of **January XX, 2019**, VeraBank Mastercard® Debit Card holders will begin receiving their new chip cards as they expire, become lost/stolen, or are damaged.

Instant Issue Debit Cards (cards issued on demand) – In **January 2019** or before, VeraBank customers can begin to receive chip-enabled Instant Issue Debit Cards.

Credit Cards – In the Spring of 2015, VeraBank Visa® and Mastercard® Credit Card holders began receiving new chip cards.

Q: How are EMV cards more secure than traditional cards?

A: Every time a chip card is used to make a payment, the card's chip creates a unique transaction code that cannot be used again, making it extremely difficult to copy or counterfeit.

Q: How do I use the chip card?

A: As merchants upgrade their card terminals, you may be asked to insert your card into the card reader (to activate the chip on your card) and then follow prompts. If a merchant's card terminal hasn't been upgraded, you'll continue to swipe the magnetic stripe through the card reader to make a payment.

How to Use Your New Card ...



Step 1:
Insert your card chip first into the chip-enabled terminal.



Step 2:
Leave your card in the terminal and follow the prompts. Wait for the transaction to be processed. NOTE: your signature or PIN may be required.



Step 3:
When the transaction is complete the terminal will prompt you to remove your card.

Q: Can I still pay in store or use an ATM if I don't have an EMV card?

A: Yes. Merchants and ATMs will continue to accept magnetic stripe card payments as usual.

If you have any questions please contact us at (903) 657-8521 or 877-566-2621.

