

Chip Card FAQs

Why does my debit card now have a chip?

Chip cards are an advancement in card security technology to help reduce fraud. Chip cards have been the standard in other countries, such as Europe and Asia for several years and soon will be the standard in the U.S.

What is a chip card?

A chip card is a standard-size plastic debit or credit card that contains an embedded microchip as well as the traditional magnetic stripe. The chip encrypts information to increase data security when making transactions at a chip-enabled terminal.

Why is the chip card more secure?

When you make a transaction with a chip card, the chip-enabled terminal sends a unique code to verify the transaction, and not your actual card number. This prevents stolen data from being used fraudulently.

When will I receive my chip card?

You will receive your new chip card based on the expiration date of your current card. Current cardholders will start receiving new chip cards as your current cards expire.

Can I request an early reissue for my credit card?

Yes. We highly recommend that anyone who frequently travels or plans to travel internationally, request to convert your card early. You can contact our Member Services Department at 800-852-1012. Your first chip card comes free of charge. For any additional requests for chip cards, such as a lost card, a replacement fee may apply.

How do I activate my new chip card?

The card will have an activation sticker on it. Call the number to activate the card, as you do today.

How do I pay with my new chip card?

Instead of swiping your card, you will now insert your card into a chip-enabled terminal. Leave the card in the terminal and follow the prompts until your transaction is complete. Once completed, remember to remove your card from the terminal.

Will I still be able to use my chip card to complete a cash advance?

Yes, your card will still function in cash advance machines, however just like merchant machines, you will need to insert the card for chip-enabled machines or swipe the card if the machines have not yet been updated.

What if the merchant doesn't have a chip-enabled terminal?

Your card will still have the magnetic strip on back, so you can still swipe your card and complete a transaction as you do today.

Can I choose to either swipe my card or use the chip-enabled process?

No. The transaction process will be determined by whether the merchant's machine or ATM has been chip-enabled. If you try to swipe your card at a chip-enabled machine, it will prompt you to insert your card into the slot.

How do I use my chip card online and over the phone?

You will use your chip card the same as you do today.

Are there additional fees to use my new chip card?

No, there are no additional fees assessed by Trademark Federal Credit Union. However, you may incur foreign transaction fees when using your card internationally.

How do I use my chip card at an ATM?

You can continue to use your card at any ATM, whether it's chip-enabled or not. At a chip-enabled ATM, you will need to insert your card and leave it in the ATM for the duration of the transaction. Remember to remove your card at the end of the transaction.

Are chip cards secure?

Yes. Chip technology has been around for over two decades and is already the security standard in many countries around the world. When purchases are made using the chip feature, the transaction is more secure because of a unique process that is used to determine if the card is authentic. This makes the card more difficult to counterfeit or copy.

While magnetic strip cards are still considered secure, chip technology is the next step to providing enhanced security to our customers. Whether you use the magnetic strip or the chip to make your purchase, you can have confidence in the protection and security features we provide for all credit and debit card accounts.

Remember, if you notice any suspicious activity on your account notify us immediately by calling the number on the back of your card.

Will chip cards prevent third-party data breaches?

Chip card technology provides an additional layer of security to help reduce certain types of fraud resulting from data breaches; however, it will not prevent a data breach.

Will chip cards prevent all fraud from happening?

No. As the industry continues to develop new ways to protect consumers, perpetrators continue to look for new ways to commit fraud. Chip cards provide an additional layer of security at chip-enabled terminals, on top of the fraud prevention monitoring we currently provide. As always, your purchases are also covered by our zero liability protection, where Trademark credits your account back from fraudulent charges.

Will chip cards allow others to track my location?

No. Chip card technology is not a locator system. The chip on your card is limited to supporting authentication of card data when you make a purchase.