

First Federal EMV Chip Card FAQs

1. What does EMV stand for?

Europay, MasterCard and Visa – is a global standard for cards equipped with computer chips and the technology used to authenticate chip-card transactions.

2. What is a chip card?

Chip cards are debit or credit cards that have an embedded chip. Chip cards offer you advanced security when you use the chip card to pay in store or at an ATM.

3. Do I have a chip card?

Chip cards have a microchip embedded on the front of the debit or credit card. If you don't find a chip on the front left-side of your First Federal debit card it's not a chip card.

4. What are the benefits of a chip card?

Chip card transactions offer you advanced security in-store and at the ATM by making every transaction unique. And, your chip card is more difficult to counterfeit or copy. If the card data and the one-time code are stolen, the information cannot be used to create counterfeit cards and commit fraud.

5. How do I use my chip card in a store?

You can swipe your card as you normally would and follow the prompts. If the terminal is chip-enabled, it will prompt you to insert it instead. If you already know your chip card works there, start by inserting your card. These basic steps will help ensure successful transactions:

1. Insert your card with the chip toward the terminal, facing up. Do not remove until prompted.
2. Provide your signature or PIN as prompted by the terminal. Some transactions may not require either.
3. When the terminal says the transaction is complete, remove your card.

Always remember when you use your chip card to follow the prompts on the terminal and leave your card inserted until prompted to remove it.

6. How do I use my card at an ATM?

Depending on the type of ATM, your experience may differ slightly.

If your card stays visible, use these basic steps for a successful ATM transaction:

1. Insert and remove your card as you normally would. This tells a chip-enabled ATM whether you have a chip card or not. Then follow the prompts.
2. If the ATM is chip-enabled, it will prompt you to insert the card again and leave it inserted. The ATM will clamp down on your chip card to hold it in place until the

transaction is complete. Do not try to remove your card until prompted by the ATM.

3. When the ATM says the transaction is complete, remember to take your card.

If the ATM is not yet chip-enabled, follow the prompts and complete the transaction as you do today. You will not have to reinsert your card.

If your card is not visible, the ATM will automatically detect and use the chip. If you're used to an ATM returning your card immediately, note that your chip card will now be returned at the end of the transaction.

7. Can I still pay in a store or use an ATM if I don't have a chip card?

Yes, merchants and ATMs will continue to accept magnetic stripe card transactions.

8. When can I expect to get my chip card?

First Federal will replace your current card at expiration beginning in December 2015 unless you request a chip card sooner. To request a chip card, please contact your local branch or call 503-472-6171. There is no required date by which banks must begin issuing chip cards or for merchants to be setup to accept them.

9. How do I know if a terminal accepts chip cards?

During the transition to chip, you can swipe your card as you normally would and follow the prompts. If the terminal is chip-enabled, it will prompt you to insert it instead. If you already know your chip card works there, start by inserting your card.

10. What if a store or ATM does not accept chip cards?

Cards will still have a magnetic stripe on the back, so even if a terminal is not yet chip-enabled, you can use your card as you do today.

11. When will I be able to use my chip card at all merchant locations?

Every day, more merchants are becoming chip-enabled to increase security for in store card transactions, so you will start to see these terminals at many of the places you shop today. You will continue to be able to pay at both chip-enabled and non-chip-enabled merchants with the same card.

12. Will anything change during my online purchases?

No. You will use your chip card for online purchases by following the same process you do today.

13. Can I use my chip card outside of the U.S.?

Yes. Chip cards are widely used in international markets and are accepted in more than 80 countries. Having a chip card will make it easier for you to make purchases when you travel internationally.

14. Do European countries only accept chip cards?

Most overseas merchants do require chip cards. If you plan to travel outside the U.S., please contact us to get your chip card before you depart.

15. What is the liability shift that takes place on October 1, 2015?

Beginning October 1, 2015, merchants may be liable for counterfeit card activity instead of the financial institution if the following criteria are met:

- Merchant accepts a magnetic stripe card that was counterfeited with information being copied from an EMV chip card
- The card is subsequently swiped at a POS device/application that is not EMV chip-enabled
- The transaction is successfully processed
- The transaction was not an online or telephone transaction. Card not present transactions are exempt from the liability shift.

16. How does the liability shift affect me?

Simply stated, it doesn't. Your First Federal Visa® debit card comes with zero liability. It's a built-in feature that ensures you won't be held liable for unauthorized transactions, as long as you have reported promptly.