

Frequently Asked Questions

Q: What is a chip card?

A: A chip card contains a microprocessor (the gold or silver colored contacts embedded in the front of the card) that transfers information between the card and the terminal that the merchant has. The card also has a traditional magnetic stripe in case the merchant terminal doesn't accept chip cards yet.

Q: Why is this change happening?

A: Most countries have already converted to chip cards. Chip cards contain embedded microprocessors that provide strong transaction security features and other application capabilities not possible with traditional magnetic stripe cards. This will reduce debit card fraud.

Q: When will Union Bank begin issuing chip cards for their debit cards?

A: We have begun issuing new debit cards with security chips and plan to complete the reissuance by the end of 2016.

Q: How do I activate my new card?

A: Simply use it to make a purchase or ATM transaction using your PIN (Personal Identification Number)

Q: Has my PIN (Personal Identification Number) changed?

A: For most customers the PIN has not changed. Only for customers who reported a lost, stolen or worn out card, has the PIN changed.

Q: What do I do with my old card?

A: Once you activate your new card, please destroy your old card (which we otherwise will deactivate in one month's time).

Q: Will there be a change to my card?

A: The card number (account number), expiration date and CVC number (security code on the back of the card) will change. This is for security purposes and to reduce fraud. Any recurring payments, e.g. an insurance payment, must be updated with the new card number, expiration date and CVC number. Even if the account number did not change, the expiration date and CVC number would have changed.

Q: How do I use my new chip card?

A: You may swipe the magnetic stripe and if the terminal is chip enabled, it will prompt you to insert your card (face up) in the slot on the front of the terminal. From there, follow the prompts on the terminal display. Leave the card in the reader until the transaction is complete. Depending on the amount of the purchase, you may be prompted for your signature or PIN. If you or the merchant know that the machine is chip-capable you can start by inserting the card.

Q: Can I use my new card for telephone or Internet/Web purchases?

A: Yes, you will provide the card number, expiration date and CVC number just as you do today.

Q: Can I use my new card even if the merchant hasn't upgraded their terminal?

A: Yes. The chip card also has a magnetic stripe for use with the existing card terminals. You may continue to swipe your card exactly as you do today.

Q: What is EMV?

A: EMV stands for Europay MasterCard Visa, the three companies who created the standard for the chip card.

Q: Where can I get more information?

A: Some more basic information, including on the use of a chip card, may be found at <http://www.gochipcard.com/http://www.gochipcard.com/>

Q: Anything else that I should know?

A: Yes. You will find that it takes more time for merchant terminals to process your purchase as the chip validation process is more complicated than with the outdated magnetic stripe technology.

Again, please be aware that your card number has changed, so please update any recurring charges that you have set up that use your debit card account.