

INTRODUCING CHIP TECHNOLOGY

# BIG PROTECTION IN A TINY CHIP.



## CHIP TECHNOLOGY MAKES AN ALREADY SECURE CARD EVEN SAFER

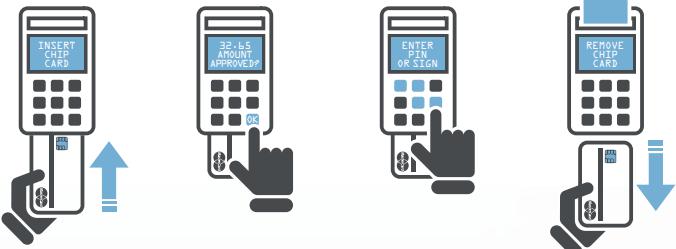
We're pleased to introduce the added security of chip technology to your Erie FCU MasterCard. Chip cards have a microchip embedded in the card that provides increased protection against fraud. Your chip card comes with technology that is already in use around the world, and has been proven to reduce counterfeit fraud. Shop with confidence—at home and around the world—knowing that the chip in your card can help protect you from fraud while opening up the world for you. **Chip cards provide enhanced security with every transaction.**

## CHIP CARDS ARE EASY TO USE

Your Erie FCU MasterCard has chip, and magnetic stripe technology. That means, regardless of what type of terminal a merchant has, you'll be able to use your card anywhere MasterCard is accepted.

- At retailers with chip-enabled terminals. Insert your card and follow the prompts on the terminal.
- At retailers without chip terminals. Swipe your card and proceed as you normally would.
- Over the phone or online. Provide your card information the way you always have when you're ready to make a purchase.

## HOW IT WORKS



A unique code is created and transmitted in lieu of your credit card number every time you use your card for a transaction. This embedded computer chip adds an additional layer of security to in person transactions, because the chip generates a unique identifier every time it is used. This prevents stolen data from being fraudulently used.

The transaction will also be slightly different. Instead of swiping, you will insert the card in a chip-enabled terminal, wait for it to be authorized and remove it. You will then sign a sales draft to complete the transaction. Again, the cards will still have a magnetic stripe on them since many U.S. merchants are still transitioning to the new chip-enabled terminals, giving you the ability to continue swiping your card at merchant locations that still use these types of terminals.

# FREQUENTLY ASKED QUESTIONS



## Q: WHAT ARE CHIP CARDS?

**A:** The chip contains your card number, name, and other account information. There is no other personal information stored on the chip. Due to security in the chip, every transaction you make is unique, which makes it extremely difficult for the card to be copied or counterfeited. Your chip card will also have the usual magnetic stripe on the back so that you can continue using your card while merchants are transitioning to new chip card terminals.

## Q: WHAT ARE THE BENEFITS OF CHIP TECHNOLOGY?

**A:** The embedded microchip provides dynamic transaction security features and other capabilities not possible with traditional magnetic stripe cards. A chip card is extremely difficult to counterfeit.

## Q: WHY IS MY CARD BEING UPGRADED TO A CHIP CARD?

**A:** Chip technology is already used in other countries and now coming to the U.S. Your new chip card provides an extra level of security and is easier to use at international locations.

## Q: HOW IS THIS CARD DIFFERENT FROM A MAGNETIC STRIPE CARD?

**A:** A chip card looks just like a traditional card with an embedded chip in addition to the standard magnetic stripe on the back of the card. Rather than swiping your card, you will insert your chip card into the card terminal to complete the transaction.

## Q: HOW DOES CHIP TECHNOLOGY WORK?

**A:** Every transaction with a chip card has unique data in it. Chip transactions are dynamic, not static like magnetic strip cards. That is why if someone were able to intercept one of your chip transactions they would not be able to use that information again. This stops fraudsters from being able to create counterfeit chip cards.

## Q: WHY DO I NEED TO LEAVE MY CARD IN THE TERMINAL?

**A:** While your card is in the chip-enabled terminal, the embedded chip creates a unique transaction code. This prevents stolen data from being fraudulently used. If you remove your card too soon, your transaction will be canceled. Chip card technology is now a global standard.

## Q: WILL MY CARD HAVE A PIN NUMBER?

**A:** Yes. The PIN on your chip-enabled card is the same PIN as on your previous card. You will still need to sign to complete a purchase transaction, but your PIN number can be used to get a credit card cash advance at an ATM. If you do not remember your PIN, you may call any EFCU branch at (814) 825-2436 or 1-(800)-480-0494 and request a PIN reminder mailing.

## Q: ARE CHIP CARDS NEW?

**A:** Although chip cards are relatively new in the U.S., they have been used elsewhere for many years. In some countries, particularly in Europe, merchants may be more familiar with accepting chip cards.

## Q: WHERE CAN I USE MY CHIP CARD?

**A:** Use your chip card at the exact same merchants you do now—by inserting the card into card terminals that are chip enabled or swiping your card at merchant locations that have not yet switched to chip-enabled card terminals. You can also continue to use your card as you did before for online payments, telephone payments, and at ATMs.

Your reissued card will have a new expiration date and CVC security code, so be sure to update your online information with billers that charge your card regularly or automatically.

## HAVE ADDITIONAL QUESTIONS?

Please call us at (814) 825-2436  
or visit [www.eriefcu.org](http://www.eriefcu.org)

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