



Frequently Asked Questions about the EMV chip-enabled MasterCard

Q: What is an EMV chip-enabled card?

A: EMV stands for Europay, MasterCard, Visa after a joint effort between the three to ensure a secure and global way for MasterCard and Visa to be accepted worldwide. The new University Credit Union EMV MasterCard has an embedded microchip in it. When used to pay at merchants with chip-enabled terminals and at ATMs, the system validates the chip helping to ensure a more secure transaction.

Q: What is the benefit of a chip-enabled card?

A: Chip-enabled credit cards are a standard payment method around the world, so having this feature makes purchasing abroad much easier. A credit card with a microchip is more secure than one with just a magnetic stripe on the back because the account information is encrypted in the chip making it more difficult to fraudulently copy the credit card details.

Q: What information is on a chip-enabled card?

A: The microchip embedded in the card stores information required to authenticate, authorize and process transactions. This is the same type of information already stored in the magnetic stripe.

Q: Are there any additional fees associated with chip-enabled cards?

A: No additional fees apply to the card.

Q: Will my card work outside the United States?

A: Yes. Your chip-enabled card will work at merchants processing transactions using a chip-enabled terminal or using a magnetic stripe reader. Your chip-enabled card can be used anywhere in the world where MasterCard is accepted.

Q: Can I use my card for everyday transactions domestically?

A: Yes. In addition to the embedded microchip, your card has a magnetic stripe on the back. That way you can make purchases by swiping your card and signing the receipt. You can also use your card at ATMs.

Q: Now that I have a chip-enabled card should I continue to notify you before I travel internationally?

A: Yes. Advance notification will help ensure that legitimate purchases are approved.

Q: How will I make a purchase with my chip-enabled card?

1. Insert the card "chip first" into the chip-enabled terminal. With chip transactions, your card remains in the terminal throughout your transaction.
2. Follow the prompts on the terminal and wait for the transaction to be processed.
3. You will be asked for a signature to complete most purchases. In some cases a Personal Identification Number (PIN) may be requested.
4. Remove the chip card after the transaction is approved and you are prompted to do so.

You can still use your card in the traditional way by swiping the magnetic stripe in the swipe section of a terminal if it permits.

Q: Will the PIN I use for making purchases be the same as the PIN used for cash withdrawals at the ATM?

A: Yes, the PIN used for making purchases is the same as the PIN used for cash withdrawals. You are only issued one PIN for the card and it cannot be changed.

Q: Where do I get a PIN for my chip-enabled credit card?

A: Your PIN for your chip-enabled credit card will be mailed to you.

Q: How can I get my PIN if I have forgotten it?

A: If you have forgotten your PIN you can request it be resent by contacting a UCU Representative at 800.UCU.4510.

Q: Can my PIN be changed?

A: Your PIN cannot be changed or reset.

Q: Whom can I contact if I have questions or concerns about the UCU chip-enabled MasterCard?

A: Please contact a UCU Representative at 800.UCU.4510 during normal business hours.