

## EMV “Chip” Cards: Frequently Asked Questions

### **How are EMV “chip” cards different than normal “magnetic strip” debit cards?**

Debit cards store your name, account number, card expiration date and the security code from the back of your card on the magnetic strip. If someone were to steal your card, or even if it was just swiped through a card reader, the information could be used for illegal purposes and/or identity theft.

Europay/Mastercard/Visa, or EMV, chip cards were first used in Europe in 1994 and were developed to help combat high rates of fraud. These cards contain a small microchip that encrypts account information and creates a unique one-time-use code for each transaction. This added layer of security makes a card useless if the user doesn’t know the card’s PIN. Not only are cards more difficult to counterfeit, but EMV technology also prevents hackers from retrieving your account number in the event of a retailer’s data breach.

### **Are “chip” cards more secure?**

Yes. While both types of cards are considered secure, the chip card adds an enhanced layer of security to your purchases. First FarmBank’s fraud prevention team continually monitors both types of card activity in an effort to quickly identify and stop fraudulent purchases.

If you suspect fraudulent activity on your account, please notify us immediately by calling your local branch or our 24/7 fraud prevention team at 1-800-472-3272 option 2.

### **If “chip” cards are more secure, will that mean that all debit card fraud will be prevented?**

Unfortunately, no. As the industry continues to develop new technology to prevent fraud, criminals will continue to look for new ways to breach those security measures. We are committed to providing the resources necessary to help prevent as much debit card fraud as possible.

### **How does a “chip” card work?**

If the retailer has a chip-enabled debit card terminal, you will simply insert your chip card face up in the terminal. Once the card is inserted, follow the on-screen prompts as you do today. You’ll be asked to provide either your PIN or your signature to verify the transaction.

If the retailer is not equipped to accept chip cards, simply swipe your card as you did before. Nothing will change for phone or online purchases.

### **Should I call the bank if I plan on traveling internationally?**

Yes. We will place a travel alert on your card to help prevent interruption. Chip cards are accepted in 130 countries. If you have questions before you travel, please give us a call.

### **Now that I have a “chip” card, will I be charged a fee?**

There are no additional fees associated with a chip card.

### **What if I don’t know my PIN number?**

Please contact your local branch for support.