

Debit Card Information

New Card Information

- Debit cards allow for purchases in place of cash or checks, as well as the ability to receive cash, make deposits, or transfer money between accounts at ATMs.
- Cards should arrive 7-10 business days from the date the card was ordered. If you do not receive your card within this timeframe please contact your local branch.
- Your debit card will be mailed in two envelopes: one with the card and the other with the PIN #. These usually arrive at least a day apart.
- Activating your debit card can be done by using the PIN provided, at any of our ATMs, by calling the phone number (866-590-4793) provided by Shazam, or by contacting your local branch.



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Security Tips

- When using an ATM, be aware of your surroundings. Look for suspicious devices on the ATM.
- Store card securely.
- Memorize your PIN, do not write it anywhere on your Debit Card, or on a piece of paper stored with the Debit Card.
- Never give your PIN out to anyone else.
- Report Lost or Stolen Debit Cards immediately. During banking hours you can contact your local branch. To report a lost or stolen debit card after hours contact Shazam at 866-508-2693 (24 hour number).
- Be aware of "Phishing": the attempt of acquiring private information such as Usernames, passwords or credit card details. Practice caution when asked to provide account information over the phone or internet.
- Beware of "Free Trial Offers".
- Monitor your account by using your account statements or any of our eProducts.
- Report any suspected fraud immediately to the bank.

Master Card Secure Code

- Master Card Secure Code is an additional PIN required by SOME internet merchants.
- In order to sign up for a Master Card Secure code go to the website listed below and sign up.
- <https://secure.shazam.net/MasterCardSecureCodeWeb/html/SecureCode.html>

Debit Cards and Traveling

- Notify the bank if you are planning to use your card while traveling.
- Make sure the bank has up to date phone numbers to contact you.
- If a problem occurs while traveling call us Toll Free 877-465-4154 or contact Shazam after hours at 866-508-2693.
- If a suspicious transaction occurs on your account Shazam Falcon our monitoring company may contact you to verify the transaction. This will never be a recording and they will never ask you for your card number or PIN.

FAQ's of Debit Cards

- What do I do if I notice transactions on my account that are not mine? Contact your local branch for further research.
- What are my daily limits for my card? ATM Cash withdrawal limits are set to \$300 a day, and Point of Sale transactions are \$1500 per day.
- What do I do if I forget my PIN? Call any of our local branches for information on how to reset your PIN number.