

What is the difference between "Chip" cards, "Smart Chip" cards, and "EMV" cards?

Really, there is no difference at all. Chip cards, Smart Chip cards, and EMV cards are names different companies use for the same security technology. EMV stands for Europay, MasterCard®, and Visa® and is based on a global card payment standard. There are more than 3.4 billion chip cards issued across the globe. Learn more at www.emv-connection.com/consumers.

What is a chip card?

A chip card is a credit or debit card embedded with a microchip. This "chip" turns your account information into a one-time unique code when used at a chip-enabled terminal. This code adds an additional layer of fraud protection to your card.

Why are chip card transactions more secure?

Chip card transactions offer you advanced security in-store and at the ATM by making every transaction unique. And, your chip card is more difficult to counterfeit or copy. If the card data and the one-time code are stolen, the information cannot be used to create counterfeit cards and commit fraud.

How do I know if I have a chip card?

If you have a chip card, the chip is located on the front of the card. You will still have a magnetic stripe on the back so that you can use it at merchants who don't accept chip cards yet.

How do I use my chip card in stores?

During the transition to chip, you can swipe your card as you normally would and follow the prompts. If the terminal is chip-enabled, it will prompt you to insert it instead. If you already know your chip card works there, start by inserting your card. These basic steps will help ensure successful transactions:

- 1 Insert your card with the chip toward the terminal, facing up.**
Do not remove until prompted.
- 2 Provide your signature or PIN as prompted by the terminal.** Some transactions may not require either.
- 3 When the terminal says the transaction is complete, remove your card.**

Always remember when you use your chip card to follow the prompts on the terminal and leave your card inserted until prompted to remove it.

What does a chip-enabled merchant terminal look like?

Chip-enabled terminals have all the features you are used to with payment terminal, with the addition of a slot to insert your card which is located at the bottom or the top of the payment terminal.



What should I expect when using my chip card at ATMs?

Depending on the type of ATM, your experience may differ slightly. You likely won't notice any physical difference between a magnetic stripe ATM and a chip-enabled ATM.

At an ATM, start the transaction as you normally would and follow the prompts. A chip-enabled ATM will guide you throughout the transaction. If your card stays visible, use these basic steps for a successful ATM transaction:

- 1 Insert and remove your card as you normally would.** This tells a chip-enabled ATM whether you have a chip or not. Then follow the prompts.
- 2 If the ATM is chip-enabled, it will prompt you to insert the card again and leave it inserted.** The ATM will clamp down on your chip card to hold it in place until the transaction is complete. Do not try to remove your card until prompted by the ATM.
- 3 When the ATM says the transaction is complete, remember to take your card.**

If your card is not visible, a chip-enabled ATM will automatically recognize the chip on your card. If you are used to an ATM returning your card immediately, note that your chip card will now be returned at the end of the transaction. To complete a transaction, proceed as you normally would and follow the prompts. When the ATM says the transaction is complete, remember to take your card.

Will anything change during my online purchases?

No. You will use your chip card for online purchases by following the same process you do today.

