

# Personalized Debit Card FAQ

## What is the difference between a regular and personalized debit card?

The cards are identical in use but with the personalized debit card you are able to select an image that will be unique for your debit card.

## What is the cost to personalize the debit card?

\$5.00 per card.

## Does everyone on an account receive the same design?

No, each debit card can be personalized with a different picture per person so everyone can take advantage of a unique debit card.

## Will my debit number change?

No, your debit number will remain the same as well as your expiration date.

## Will my PIN number change?

No, your pin will remain the same and if you would like to change your PIN you can visit any Call Federal ATM and choose to change your PIN.

## How do I create my personalized debit card?

First choose an image you would like to appear on your new debit card and upload your picture through the website.

## Can you upload a photo on your phone or tablet?

The website requires that all mobile devices have Adobe Flash to upload pictures.

## What happens after the picture is uploaded?

You now have the option to rotate, resize and work with your image on your new debit card as you see fit. Once the image is exactly how you would like you will submit your information and your picture will be placed under review. All of the uploaded pictures are reviewed by our processor to ensure that all images are within the guidelines listed on our website.

## How will I know if my image has been approved or rejected?

You will receive an email 1-2 business days after you complete the card ordering process to confirm your order or alert you that the image was not accepted. If you receive an email about a rejected image, you will have the opportunity to upload a new picture.

## If I lose my card or it expires, will I receive the same image on a new card?

Yes, your image is stored and any replacement or new cards in the future will have the same image. Please remember there will be a \$5 fee for each new card. If you want to convert back to the standard Call FCU image, please contact us 8 weeks in advance of your expiration date for auto renewals or inform us at the time of ordering replacement for lost/stolen/damaged cards.

## Will my current debit card still work before my new personalized debit card arrives?

Yes, you will still be able to use your current debit card.