

CME Chip Card Conversion FAQ

FAQs

The following table contains a list of Frequently Asked Questions (FAQs) from Members pertaining to the chip card conversion:

1	Q:	Can I continue to use my “OLD” debit card after I receive my “NEW” one?
	A:	<i>You should begin your “NEW” card immediately following receipt and card activation.</i>
2	Q:	Will the account number on my “NEW” debit card be the same?
	A:	<i>No, your “NEW” debit card will reflect a “NEW,” unique 16-digit card number.</i>
3	Q:	Will my “NEW” card be identical to my “OLD” card?
	A:	<i>The appearance of the “NEW” Great Cards (debit card) and Health Savings Account (HSA) Cards will remain unchanged with the exception of the embedded chip. However, your “NEW” card will display a “NEW” 16-digit card number.</i>
4	Q:	Will I see transaction activity for my “NEW” card through Online Banking (CME@Home)?
	A:	<i>Yes, your card transactions will continue to display through CME@Home.</i>
5	Q:	Will I still have access to my “NEW” card transactions through CMEbyPhone?
	A:	<i>Yes, you will continue to have access to your recent transactions through CMEbyPhone.</i>
6	Q:	Do I need to activate my “NEW” debit card?
	A:	<i>Yes, Members will be required to activate their cards prior to use. You may activate your card upon receipt. Instructions for activation will be enclosed with the “NEW” card.</i>
7	Q:	Will my “NEW” card work at the ATM?
	A:	<i>Yes, your “NEW” card will work at the ATM.</i>
8	Q:	Can I use my “NEW” card to make purchases?
	A:	<i>Yes, you may use your “NEW” card to make Some merchants may require that you enter a PIN number when using your “NEW” chip card. You may need to await the arrival of your PIN before completing a transaction with such merchants.</i>

Continued on next page

CME Chip Card Conversion FAQ, Continued

FAQs (continued)

9	Q:	Will the PIN for my “NEW” card be the same as the PIN for my “OLD” card?
	A:	<i>No, you will be assigned a “NEW” PIN as part of the mass card reissue. The PIN will be system-generated and will be mailed separately from your “NEW” card.</i>
10	Q:	Can I change the PIN for my “NEW” card?
	A:	<i>Members may customize (i.e., change) a PIN by calling 1-877-746-6746.</i>
11	Q:	Will I need to do anything if I have a recurring, automatic payment tied to my “OLD” card?
	A:	<i>Yes, you must notify the merchant/vendor regarding any recurring payments tied to your 16-digit card number that are set to occur on or after you receive your “NEW” card. This will ensure that the automatic payment is reestablished correctly with your “NEW” card number. No additional action is required for automatic payments tied to your actual account number (not the 16-digit card number).</i>
12	Q:	Can I still dispute a transaction that occurred with my “OLD” card?
	A:	<i>Yes, you may dispute transactions up to 60 days from the statement date of the transactions that were completed with your “OLD” card.</i>
13	Q:	Are the transaction limits (e.g., ATM withdrawal limit) the same with my “NEW” card?
	A:	<i>Yes, the transaction limits for your “NEW” card will remain unchanged.</i>
14	Q:	Do I need to “opt-in” (Reg. E) again in order to allow CME to pay my debit card transactions if funds are unavailable in my account?
	A:	<i>No, if you have previously “opted-in,” your transactions are still covered.</i>
15	Q:	Do I have the option of having my “NEW” chip-enabled card rush delivered?
	A:	<i>The “NEW” chip-enabled cards will automatically be shipped using the standard shipping option at no cost to you. Members may request rush delivery for future replacement cards, but are responsible for any expedited delivery fees.</i>