

VISA Check Card FAQ

What security features are offered with my card?

VISA Check Card transactions can be worry-free with round-the-clock fraud monitoring. Advanced software can detect oddities in your spending patterns or where an unusual transaction has occurred. If a transaction is thought to be suspicious, you will be contacted to confirm if the transaction is yours.

Am I protected when I make online purchases?

As well as fraud monitoring, online purchases may be covered by Verified by VISA.

Verified by VISA is a joint initiative between Securityplus FCU and VISA. It offers you protection against the unauthorized use of your Check Card for online shopping at participating Verified by VISA merchants. At these merchants, Verified by VISA allows you to identify yourself using your Verified by VISA password.

Am I protected when I make in-store purchases?

VISA's Zero Liability Policy covers all VISA Credit and Check Card transactions processed over the VISA network – online or in-store. This means 100% protection for you. The Zero Liability Policy guarantees maximum protection against fraud - if someone steals your card number while you're shopping, online or in-store, you pay nothing for the fraudulent activity.

If you notice fraudulent activity on your card, promptly contact the Credit Union to report it. It is important to continually monitor your account statements to identify any unauthorized transactions.

How does the card help me manage money better?

A Securityplus FCU Check Card is actually two cards in one. First, it is your ATM card. Use it with your Personal Identification Number (PIN) for withdrawals, deposits, balance inquiries and transfers at ATMs and Point-of-Sale machines worldwide.

And, your Check Card lets you use money from your checking account without writing a check. Use it at stores, gas stations and restaurants - anywhere you see the VISA symbol - exactly the same way you would use a credit card. You can even use it when ordering merchandise or services by phone, online or mail.

The card helps you manage money better because it's faster and easier than writing checks. It saves time when you're in a hurry because you don't have to write a check or show ID, and you don't need to wait for a check approval.

It is also accepted where checks aren't. Places like restaurants may not accept checks. And when you're away from home it's sometimes difficult to pay by check. A Securityplus FCU Check Card avoids such problems. In addition, the Check Card gives you a better way to keep track of your purchases. A detailed description of every card purchase you make appears on your regular checking statement. You can also access the checking statement online with Online Banking. You'll have a record of the date of the transaction, amount and where you made the purchase. That helps you manage your money better because you know how you're spending it.

How do I use my Securityplus FCU Check Card for purchases?

When you first receive your Check Card and PIN (you will receive them in separate mailings as a security precaution), sign the back of the card immediately and then take your card to an ATM

and perform any type of transaction. You can use your card at any ATM machine or Point of Sale terminal immediately after receiving it, however, to use your Check Card as a VISA Credit Card, **you must first call 866-985-2273 to activate your card.**

Now when you go shopping or out of town, you can leave your checkbook at home. You may use the Check Card in place of checks wherever VISA cards are accepted.

When you're at the store, simply hand your card to the clerk, (who will process the transaction much like a credit card purchase); sign the sales slip for authorization, and off you go! The purchase price will be deducted from your Credit Union Checking account. Remember to enter the transaction in your check register.

When you're at a gas station, simply follow the directions on the pump. Generally, you will insert the Check Card at the pump, select "Debit", and begin pumping gas. You may also pay the attendant inside with your Check Card.

So it works like a credit card, but it's not a credit card?

Right. You can use your Check Card as a debit card and have the money deducted from your checking account AND you can use it to access your line of credit that comes with your checking account at the same time.

When you make a purchase at a retail store, restaurant, etc., tell the clerk that you are using it as a Check Card and you are simply using the money from your checking account. The amount of your purchase must be available in your checking account at the time the purchase is made.

When you tell the clerk that you want to use the card as a **VISA** Check Card, the big difference here is you can make purchases up to your available checking balance. The funds will first come out of your checking account.

Are there any spending limits?

Each day, you may use your Check Card for up to \$500 in withdrawals at ATM machines. There is also a \$2,500 limit to the amount of purchases you can make from Point-of-Sale machines in one day.

When will the purchase amount be deducted from my Credit Union checking account?

If you use your PIN for authorization, the purchase price is immediately deducted from your account.

If you sign the sales slip for authorization, the purchase price is:

- immediately deducted, or
- held against your current balance until the transaction posts to your account, which usually takes about the same amount of time as it takes a check to clear your account.

(For example, if you have \$100 in checking and make a purchase for \$34, a hold is placed against the funds in your checking for \$34, until those transactions clear. This hold immediately reduces your available balance to \$66. Your available balance is the amount you can use for withdrawals, checks to clear, etc.)

Do I need to use my PIN to make a purchase?

Although you will typically be asked to sign a sales slip for authorization, some merchants may ask you to enter your PIN in a point of sale terminal.

Of course, you will need your PIN to make ATM transactions at an ATM.

Is there a fee to use the card?

Transactions from your Share account are \$1.00 per transaction.

All transactions from your Checking account are free at Securityplus FCU ATMs. Members receive no-cost monthly withdrawals at Securityplus FCU ATMs. Up to 3 withdrawals per month are allowed at non-Securityplus FCU ATMs; after 3 withdrawals, there is a \$2.00 fee per transaction.

Some non-Securityplus FCU ATMs will also assess a surcharge. Save money by accessing over 32,000 local, regional and national ATMs, surcharge-free, through the Allpoint network. Visit our website to find the nearest Allpoint ATM.

Can I let someone else use my card?

Absolutely not. Keep your card, and the card account number, under your control at all times. Do not tell anyone your PIN and do not write your PIN on your card.

How will I keep track of my purchases?

You receive a receipt from the merchant every time you use your card. Even if you lose your receipt, all purchases are detailed on your checking account statement.

You may also check your account histories with Online Banking or ResponseLine for recent purchases.

How do I return merchandise purchased with my Check Card?

The same way you do with a credit card purchase. It's best to save both your cash register receipt and Check Card transaction slip until you are certain you are happy with your purchase. If you return an item, the purchase price will be credited to your Credit Union checking account. Just like a credit card return, it may take 30 days for the amount to be credited to your checking account.

Am I able to reverse a transaction?

When you have authorized another person or company/merchant to make a Check Card transaction by providing your Check Card number or used your Check Card to make point of sale purchases by selecting the credit option, you may be able to reverse the transaction where you have a dispute with the merchant. For example, you may be able to reverse a transaction where the merchant has not provided you with the goods and services that you paid for.

You must notify the Credit Union if you believe you are entitled to reverse a transaction. If after an investigation the Credit Union is satisfied that you are entitled to a reverse transaction, we will credit your Check Card for the amount initially debited for the transaction.

I have overdraft protection with my Credit Union checking account. Does my overdraft protection work with purchases I make using my Check Card?

Yes. All overdraft charges will be drawn from your line of credit if there are not enough funds within your checking account to cover the purchase.

Any tips about using my card?

Helpful Hints and Safety Tips

- 1.** Always protect and secure your Check Card and PIN as you would cash, credit cards and checks.
- 2.** Keep your PIN confidential and never write it on your Check Card. No one else should know your PIN.
- 3.** When you receive your Check Card in the mail, sign the back of the card immediately.
- 4.** Keep your Check Card and PIN in separate places to protect you in case of loss or theft. Notify the Credit Union immediately if your Check Card is lost or stolen. During business hours our phone number is 410-965-8908 or toll-free 866-4SECPLUS. During non-business, weekend, or holiday hours please call 800-523-4175.
- 5.** Read and follow all ATM instructions carefully. If you are unsure if you entered your transaction correctly, start over.
- 6.** Do not approach an ATM if you have any doubts about your personal safety.
- 7.** When using an ATM, shield other people from viewing your transactions by standing in front of the machine.
- 8.** If your withdrawal is denied, try again in a few minutes or try an amount under \$500.
- 9.** If you receive money from an ATM transaction, immediately count it and put it away so that no one else can see it.
- 10.** Keep your receipts to reconcile with your account statement. Report any errors immediately to the Credit Union.
- 11.** If you are using your Check Card to make purchases online, make sure you are entering a secure transaction. If you are using Microsoft Internet Explorer as your Internet browser, look for a small golden lock at the bottom of the screen that indicates a secure connection. If you are using Netscape Navigator, look for a golden key. Both signs signify a secure transaction and your credit card information will not be in jeopardy.

What do I do if I lose my PIN?

Notify the Credit Union at 410-965-8908 or toll-free 866-4SECPLUS and arrangements will be made to reissue your PIN.

What do I do if my card is lost or stolen?

Notify the Credit Union immediately.

To Report a Lost/Stolen VISA card during business hours call 410-965-8908 or toll-free 866-4SECPLUS. During non-business, weekend, or holiday hours call 800-523-4175.

If your card has been stolen, you should also report this information to the police.