



If you do not find the answer to your question below, please give us a call at (800) 578-5024!

Q. What is chip technology?

A. Also known as EMV or smart chip technology, it provides added security at chip-enabled store terminals and ATMs. Many countries have already adopted chip technology. And now, U.S. merchants and card issuers are starting to adopt it, too.

Q. How does the chip work?

A. When you insert your card at a chip-enabled terminal, the embedded microchip generates unique, dynamic data for each transaction. This makes it difficult for fraudsters to duplicate your account information, which in turn, can reduce the risk of fraudulent transactions on your account.

Q. What are the benefits?

A. Chip payments provide security features not possible with traditional magnetic stripe cards. As a result, it is more difficult for hackers to copy and use your debit card information.

Q. Where can I use my OCU MasterCard debit card with chip technology?

A. Use it everywhere you do today. When a retailer updates their terminals to accept chips, just insert your card instead of swiping the magnetic stripe.

Q. When do I swipe? When do I insert?

A. When in doubt, swipe your card. If the terminal is chip-enabled, it will recognize that your card has a chip and will prompt you to insert it instead.

Q. What am I going to see at POS (merchant) terminals?

A. At chip-enabled POS (merchant) terminals, you may see the option for “Debit MasterCard” or “Debit.” Choosing “MasterCard Debit” ensures that you are choosing a signature-based transaction, which is completely FREE!

Q. What am I going to see at ATM terminals?

A. At chip-enabled ATM terminals, you may see the option for “Debit MasterCard” or “Debit.” Choosing “Debit” ensures a smooth and seamless transaction!

Q. Do chip payments require signatures? Or PINs?

A. Your new OCU MasterCard debit card with chip technology is a chip and signature card, which means you might be prompted for a signature to complete your purchase, depending on the transaction. As before, your card only requires a PIN if you request a cash withdrawal at an ATM or cash back at a POS (merchant) terminal.

Q. Can my chip card be used for contactless or NFC payments?

A. No. Your OCU MasterCard debit card with chip technology requires contact with the terminal’s chip reader. Waving your card in front of the terminal will not work.

Q. Can I keep my other card, too?

A. Your OCU MasterCard debit card with chip technology replaces your other card. Once you activate your chip card, which also has a magnetic stripe, your old card will be de-activated.