

EMV Chip Card

FAQ - Frequently Asked Questions



What is an EMV Chip Card?

EMV is the global standard for credit and debit payment cards with chip technology. EMV chip payment cards, also known as chip cards or smart cards, contain an embedded microprocessor – a type of small computer. The microprocessor chip contains information needed to use the card for payment and is protected by various security features. Chip cards will still have a mag-stripe on the back of the card for the foreseeable future. Chip card technology provides an additional layer of security to help reduce certain types of fraud resulting from data breaches; however, it will not prevent a data breach.

How does an EMV Chip Card work?

It's easy. If the retailer has a chip-enabled terminal, simply insert the chip card face up in the terminal. The chip card will remain in the terminal while the transaction is processed. To authorize a transaction and follow the prompts as you do today.

- You'll be prompted to enter your PIN or provide a signature as you normally would to verify the transaction. You may not be asked for a PIN when traveling internationally. Your card is available to be removed from the terminal once the transaction is completed.
- If the retailer is not equipped to read the chip card, just swipe as you do today.
- For transactions made over the phone or online, nothing changes.

Will First American Bank ATMs accept my EMV Chip Card?

Yes, our ATMs will be upgraded to accept the EMV Chip Card technology. For now the EMV Chip Cards will continue to have the mag-stripe and work at our and other banks ATMs. You can continue to use your card as you do today by following the instructions at an ATM.

When will First American begin issuing EMV Chip Cards?

We are in the process determining the most efficient way to replace our customers Debit Cards. We plan to start issuing the EMV Chip Cards sometime during the 1st quarter of 2016. If you don't have a debit card with chip technology today, you'll receive one when your old card expires or needs to be reissued. Until then, use your standard card with the magnetic stripe.

Where can I use my EMV Chip Card?

Many U.S. merchants are beginning to accept chip card transactions and this will continue to grow in the coming years. Chip technology is already used in over 130 countries around the world, including Canada, Mexico and the United Kingdom, so you'll enjoy greater acceptance when traveling internationally. Your chip card will still work at terminals where only magnetic stripe transactions are accepted.



Now that I have an EMV Chip Card do I have to notify the bank if I travel internationally?

We recommend that you set a travel notice on any card(s) you plan to use while traveling, so your card access isn't interrupted. To set a travel notice contact Customer Care at 800-289-6140. If you encounter any issues while traveling, we're here to help.

Will an EMV Chip Card allow others to track my location?

No. Chip card technology is not a locator system. The chip on your card is limited to supporting authentication of card data when you make a purchase.

Is the EMV Chip Card the same as contactless payment?

No. Contactless cards use near-field communication technology (NFC), which has a radio antenna that transmits account information, and works by waving or tapping your card in front of a device. Chip cards must be inserted face-up into a chip-enabled merchant terminal that allows the chip to make contact with the reader to authorize and complete a transaction. (Remember keep your card inserted into the terminal while the transaction is processed.)

For our business customers:

What is our merchant partner Security Card Services doing to replace our customers POS terminals?

First American Bank is currently working our Merchant Partner, Security Card Services to provide our customers with the option to update their POS terminal with EMV Chip Card capabilities. As of October 1, if a merchants POS terminal is not EMV Chip Card compliant, and a fraudulent transaction is completed using an EMV Chip Card, the merchant will take the loss and not the issuing bank.

