

# Important Customer Reminder New Chip Mastercards® are here!



All Cayman National Mastercard Standard and Gold credit cardholders will receive a new CHIP and PIN card by mail. **We urge you to follow these steps:**

- Check your mailbox regularly and be on the lookout for your new card.
- If you do not have a PIN or have forgotten your PIN, visit one of our Customer Service Centres to first PIN your card.
- After Pinning your card, visit any of our 23 ATMs to activate your card. *Tip: Doing a simple balance inquiry, which is free of charge, will activate your card.*

Thank you for banking with us!

Your new chip card has been designed to include security features to assist in the deterrence of fraudulent use.

## What is an EMV chip card?

Chip cards are regular plastic credit or debit cards with the traditional magnetic strip as well as an embedded micro-chip. The chip holds encrypted information making it more difficult for your card information to be fraudulently copied or counterfeited. However the card will also contain the traditional magnetic strip on the back of the card.

## How does the micro-chip work?

When the card is inserted, the micro-chip generates a unique sales code. When the card is inserted in a terminal the card is checked for authenticity through a unique sales code. The sales code is a unique, one time use code that adds to the security of using the new cards. This is similar to the information on the magnetic strip however the chip encryption makes it more secure. Cayman National continues to work towards securing our customers assets by offering secure methods of payments.

## Do I have to PIN my chip card?

If you already have a PIN on your current card, you do not need to re-PIN your chip card. If you don't already have a PIN or have forgotten your PIN, you may PIN your card at any Customer Service Centre upon receiving your chip card.

## Where can I use my chip card?

Anywhere that VISA, Mastercard, Plus and Cirrus are accepted.

## How do I use my chip card?

Simply insert your chip card into a chip-enabled terminal. Leave the card in the terminal and follow the prompts as captioned on the screen. Remove your card from the terminal after the transaction is complete.

If you are shopping with a merchant who has not upgraded their terminal, your card can still be swiped as usual.

## How are chip transactions authorised?

Depending on the type of chip-enabled terminal you may authorise your transaction in the following ways:

1. Chip and signature
2. Chip and Personal Identification Number (PIN)
3. Chip only

## Can I still use my old card?

No. Your old card number will be deactivated, upon receipt of your new card.