

FNB Credit Card chip & PIN FAQ's

GENERAL

Q: What is chip & PIN

A: Chip & PIN are Smart or chip cards, the 21st century version of credit cards.

Q: What is a smart card?

A: Smart cards are plastic cards containing a silicon computer microchip. Chip card is another common term for smart cards. Like a computer, the chip contains files and can store data, as well as perform processing functions.

Q: Why use a chip & PIN card?

A: A chip placed on the front of a plastic card is more secure than a magnetic stripe used on the back of a plastic card, even when they are used in terminals that are off-line (not connected via phone line or a network to the card issuer). Additionally, the chip has the capability of supporting add-on services, such as retailer loyalty programmes and electronic purse schemes, as well as securing internet payments and home banking functions.

Q: Why do we need chip & PIN cards?

A: Criminals are constantly looking for new ways to compromise payment cards. Chip & PIN cards help protect against this threat, as, unlike the magnetic stripe on existing payment cards, the information on the chip cannot be copied onto another chip. However, chip & PIN cards are not just a fraud prevention tool as the chip & PIN card's capacity to store large amounts of data opens up a whole world of opportunities.

Q: How does the chip work to secure a card?

A: The chip uses encryption technology to authenticate the card and ensure that the card is genuine. Before the card is issued, data unique to the card is encrypted in the chip and is known only to the card issuer. At the time of a transaction, the terminal will request this encrypted information from the card (off-line). Once the card has been validated as genuine, the transaction can proceed.

Q: What happens if the card is counterfeit?

A: If the card contains fraudulent altered data or data not genuine to the card, it will not be able to provide a correct response to the terminal and the transaction will be declined.

Q: Can the chip be used for anything else?

A: Yes. While the magnetic stripe on a credit or debit card can only store about one line of information, chip & PIN cards have the ability to hold much more information. The extra memory in the chip can be used to support add-on-services such as retailer loyalty programmes and new card products such as electronic purse schemes. It also holds payment card data.

Q: Can chip & PIN cards be used in all electronic terminals?

A: The chip embedded in these cards is only effective in chip-enabled terminals. However, while the migration to smart cards is underway, these cards will continue to have the traditional magnetic stripe on the back of the card for use in non-chip capable terminals. The FNB Speed Point terminals are chip-enabled so the benefits of reduced fraud losses and the introduction of new products and services are now possible.

Q: Will shoppers still have to sign for retail transactions?

A: Signatures will still be needed for the near future to verify card purchases at the non-chip & PIN compliant terminals. Certain merchants still insist on a signature even for chip transactions.

Q: What will happen to the existing magnetic stripe on a card?

A: The magnetic stripe will initially remain on cards, including new cards issued with a chip, so that the cards can continue to be used in locations (local and foreign) that have not yet been upgraded to accept chip & PIN cards.

Q: Why are these changes taking place now?

A: Magnetic stripe payment cards have been in use for approximately 30 years. Migration to chip & PIN technology now enables us to cater for different demands of customers into the next millennium. The ability of chip technology to offer both security and an expanded memory capacity means that it will play a vital role in future customer focused value-added services and relationships for many years to come.

Q: What do chip & PIN cards look like?

A: chip & PIN cards look like regular payment cards, except they have an integrated computer chip embedded on the front left-hand side of the card and a shorter signature panel on the reverse.

Q: What happens if the terminal has a problem processing the chip & PIN card?

A: The new chip & PIN cards will still carry the familiar black magnetic stripe on the back of the card. The chip embedded in these cards will only be effective in terminals that have been upgraded to read chip. Therefore, if the chip of the card or the terminal's chip-reader is faulty, the card will fall back to magnetic stripe and the transaction will be processed online.

ATM

Q: Can I change my PIN at an ATM

A: Yes, if you access your account with your existing PIN, you are able to change your PIN at an FNB ATM under "My Banking Options". Remember you will need to get your initial PIN from the PIN services device in branch or access the card maintenance section through www.fnb.co.za to view your initial PIN.

Q: Will the ATM retain the card?

A: Some ATM's will retain your card; others will eject your card. If an ATM retains your card, please go into the branch with your ID book, and they will give the card back to you. Please remember to use the device in the branch to unblock your PIN and select a new one.

Q: Do I need to replace the card or will I just select a new PIN?

A: No, you just need to go into the branch and use the self-select option to select a new PIN.

CUSTOMER SPECIFIC

Q: **Why is the number on my plastic different to the one I had previously? (is this still applicable?)**

A: FNB Credit Card is rolling the cards out in a phased approach and we needed to identify the initial batch of chip cards issued.
NB! Identifying the initial batch is only relevant to the initial implementation for Gold and is not applicable to any other products launched.

Q: **I currently have an FNB Credit Card that does not yet have a chip. When will this product be upgraded to chip?**

A: FNB Credit Card will be enabling products for chip in a phased approach. Gold was launched in 2009, Silver was launched on 1 May 2010 and Smart and Platinum was implemented on 1 of July 2010. Other products will follow according to the rollout plan.

Q: **If my spouse/family member has a secondary card linked to mine, will they be upgraded too?**

A: Yes, once their card has expired and if they require a new plastic before expiry then they will be issued with a chip plastic.

Q: **Why are you not issuing chip cards to everyone?**

A: Chip cards are relatively new in our industry and it made more sense to phase the roll-out of chip across our product suite. The phased approach will take place one product at a time, primarily on re-issued cards. However, the status quo will be dictated to by the industry moving to a mature chip environment.

Q: **What will it be like using a PIN at the point of sale terminal?**

A: A transaction using a PIN will be very similar to a transaction that uses signature as the method of identification. The only difference is that cardholders will use a PIN pad to enter their four digits instead of just signing the receipt. As is customary now, cardholders are required to check the amount before confirming the transaction with their PIN.

Q: **Will I be able to use a PIN payment card abroad?**

A: You will still be able to use your cards overseas as you do today. The international card schemes will ensure that FNB cardholders can use their cards at overseas retailers and ATM's as they do at present. The long term global objective is for all countries to use one common method of cardholder identification. Many countries are already implementing or planning to implement a chip & PIN system.

Q: **Will my chip & PIN card expire in future?**

A: Yes, your chip & PIN card will expire as per normal with the current magnetic stripe cards i.e. after 3 years.

Q: **Will I need a new PIN for my new chip card?**

A: Yes, chip & PIN go hand in hand (no PIN - no using the chip card). A PIN can be selected at an FNB branch using a self-service device. A PIN can be viewed via FNB

Online under Card Maintenance. Reminder: if you change your PIN online you will need to go to an FNB ATM to enable the PIN and synchronise to the chip. A PIN can be changed at an FNB ATM under “My Banking Options”.

Q: What happens if I type the wrong PIN in or forget my PIN?

A: If you enter the incorrect PIN, you will be able to try twice more before the transaction is cancelled. This is the same as the system used at ATM's and is designed to protect cardholders against the possibility of a criminal using the card.

REMEMBER 3 strikes = OUT, 3 tries and your PIN is blocked.

You can go to any FNB branch to self-select, change or unblock your PIN. You will be required to perform a PIN transaction at the Customer Services Helpdesk after the necessary security checks are done. Alternatively, you can view your PIN via the Card Maintenance tab on FNB Online.

Q: Where else can I get a PIN?

You can get a PIN at the PIN services device in any FNB Branch. A PIN is generated when a new credit card is opened, you can View this PIN via FNB Online if you are registered for Online Banking. This facility can be found if you click on the Card Maintenance function. If you are not yet registered for Online Banking, please contact the Helpdesk at the following number 0860 11 22 44.

Q: How and where can I change my PIN?

A: Currently PIN Services are offered at FNB branches for chip cards and magnetic stripe cards. The functionality offered by the device includes: Change PIN, Self-select PIN's and Sync PIN functionality.

A PIN change can also be done at an FNB ATM under “My Banking Options”.

FNB Online now includes the facility for you to “View your PIN” if you are registered for Online Banking. To View your PIN click on the Card Maintenance tab. There is also a functionality to change PIN online - it is important to note that you will need to enable the PIN at any FNB ATM to synchronise the PIN to the chip.

If you are not registered for FNB Online please contact the Helpdesk at the following number 0860 11 22 44.

Q: If I put in the wrong PIN, is the card cancelled?

A: No, you have 3 tries before your PIN is blocked. If you block your PIN, you will need to go into the branch and select a new PIN using the Self-select options on the device. If you remember the PIN later you can visit an FNB ATM to synchronise your chip & PIN card.