

## **NEW Chip Card Q&A - Basics**

**Q: WILL I AUTOMATICALLY RECEIVE A NEW CHIP CARD? WHEN WILL I GET IT?**

A: Yes, they will be mailed in early June.

**Q: WHAT WILL THE NEW CARD LOOK LIKE?**

A: The new cards will be GRAY and look like this:



**Q: WILL MY CARD NUMBER BE THE SAME?**

A: No, your new gray card number will be different than your old blue card number.

**Q: WILL I GET A NEW PIN WITH MY CHIP CARD?**

A: Yes, your new PIN will arrive in the mail separately.

**Q: WHAT DO I NEED TO DO TO ACTIVATE MY NEW CARD?**

A: When you have your new card and PIN, call this number to activate: 1-800-466-0040

**Q: CAN I STILL USE MY OLD CARD?**

A: Yes; however, your old blue card will be de-activated on August 14<sup>th</sup>.

**Q: WHAT DO I DO ABOUT RECURRING OR AUTOMATIC PAYMENTS SET UP ON MY OLD CARD?**

A: Be sure to contact any merchants to whom you have set up recurring payments using your old blue card (Internet, cell phone, utilities, health clubs, etc.) as soon as possible to avoid any disruption in service.