

Banner Bank Mastercard® - Chip & Signature



What is a chip card?

A chip card is a standard-size credit card plastic with both an embedded chip and a traditional magnetic stripe. If your card is lost or stolen, the embedded microchip makes the card extremely difficult to counterfeit or copy. You'll enjoy greater acceptance in over 130 countries around the world including Canada, Mexico and the United Kingdom, where chip cards are standard.

How does a chip card work?

Make purchases by inserting your chip card face-up in the chip-enabled merchant terminal. You will be asked for a signature to complete the purchase with your credit card. In some cases, a PIN may be requested and you will need to communicate to the merchant that you will be signing for the purchase. For a debit card you will be asked for your PIN to complete the purchase. When chip-enabled merchant terminals are not available, the magnetic stripe on the back of the plastic can be swiped instead.

What's the difference between chip & signature and chip & PIN? Does my card have a PIN?

Depending on the card and the transaction, cardholders may be asked to provide either their signature or enter their PIN to complete a transaction. They will need to use their PIN at ATMs and it might be required at some unattended card terminals such as fuel pumps and payment kiosks. Both chip & PIN and chip & signature offer enhanced security against counterfeiting compared to traditional magnetic stripe-only cards. Banner Bank offers chip & PIN technology on debit cards and chip & signature on credit cards. This means you are more likely to be asked for your PIN when using a chip enabled debit card and to provide your signature when using your credit card.

Are chip cards a new technology?

No. Although chip cards are not common in the U.S., this technology has been used around the world for many years.

Are chip cards secure?

Very secure. First, the chip makes the credit card extremely difficult to copy or counterfeit. Second, you can have confidence in the protection and security features that we provide for all credit card accounts, whether you use a chip card or traditional credit card with a magnetic stripe. Should you notice any suspicious activity on your account, please notify us immediately.

What information is stored on the chip?

The embedded chip stores information required to authenticate, authorize and process transactions. This is the same type of information that is stored today on the magnetic stripe. No personal information about your account is stored on the chip.

Now that I have a chip card, should I continue to notify the bank before I travel internationally?

Yes. Advance notification will help ensure that legitimate credit card purchases are approved.

Can I use my chip & signature/chip & PIN card in the U.S.?

Your chip card will work both in the U.S. and internationally. Your chip & signature credit card also has a magnetic stripe to use for U.S. purchases or any time a chip-enabled terminal is not available.

Can my chip card be used at an unattended terminal when traveling abroad?

- **Credit Cards:** No, unattended terminals generally require a PIN to complete the purchase. Please allow extra time to visit attended terminals when traveling abroad because you will need to sign to complete your purchase.
- **Debit Cards:** Yes, unattended terminals, such as ticket payment kiosks, generally require a PIN to complete the purchase so as long as your PIN is provided, this type of transaction is supported.

How do I obtain a PIN for my chip card?

- **Credit Cards:** You may request an ATM PIN for cash transactions by calling the number on the back of your card. If you have an existing PIN number for your credit card it is for ATM cash transactions only. It will not work for purchases that require a PIN.
- **Debit Cards:** A PIN was established during the activation of your debit card. If you do not know your PIN, or wish to change it, you can visit any local Banner Bank branch, Banner Bank ATM or call 800-272-9933 (509-527-3636 outside the U.S.) to update your PIN.

Is chip & signature/chip & PIN the same as contactless payment?

No. Instead of waving or tapping your card in front of a device as you do with contactless payments, a chip & signature card must be inserted face up into a chip-enabled merchant terminal.