

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. 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. 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?

Chip & PIN is a very similar technology, except that you use a PIN to complete a purchase instead of a signature. Both chip & PIN and chip & signature offer enhanced security against counterfeiting compared to traditional magnetic stripe-only cards. Banner Bank does not offer chip & PIN technology.

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 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?

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.

How do I obtain a PIN for my chip card?

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.

Is chip & signature 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.

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