

IMPORTANT INFORMATION

VANTAGE POINT FEDERAL CREDIT UNION

NOTICE REGARDING NON-VISA PINLESS

DEBIT TRANSACTIONS

You may use your VISA® Debit Card to initiate both VISA debit transactions and non-VISA® debit transactions without using a personal identification number (PIN) to authenticate the transactions.

To initiate a VISA® debit transaction, you may sign a receipt, provide a card number or swipe your card through a point-of-sale (POS) terminal and choose to route the transaction over a Visa network.

To initiate a non-VISA® debit transaction, you may enter a PIN at a point-of sale terminal or, for certain bill payment transactions, provide the account number for an e-commerce or mail/telephone order transaction after clearly indicating a preference to route it as a non-VISA® transaction. We have enabled non-VISA® debit transaction processing on the CU24 and Excel networks.

The rights and protections applicable only to VISA® debit transactions, including additional consumer liability limits and streamlined error resolution procedures, as described in your Electronic Fund Transfers Agreement and Disclosure will not apply to transactions processed through non-VISA® networks.

Please contact the Credit Union with any questions you may have regarding this notice.

DEBIT CARD SECURITY INFORMATION

With the recent breaches at retailers your credit union has instituted restrictions on your Debit Card to provide the more security for your account. These steps have reduced losses to your credit union and to you the member.

Question: What are the restrictions?

Your card is restricted to the Commonwealth of Virginia- This means your card **will not** work outside our state (including online companies that are out of state).

Answer:

If your card number is compromised through a breach at a retailer, there is no telling where your card information will end up. Blocking transactions out of state will limit the access to your account, therefore limiting the thieves ability to clean out your account.

Question:

How can I use my card if I travel?

Answer:

Your Credit Union will release your card for vacations and travel up to 2 weeks. If you need additional time we will consider releasing your card for additional time on a case by case basis. Please understand that by releasing your card for longer periods of time puts all the members at risk. Losses incurred from fraud claims on debit cards are a direct expense to your credit union and therefore impacts the entire membership whether they are card holders or not.

Vantage Point Federal Credit Union is committed to protecting our members while providing a service that is cost effective and reliable for ALL our members. Your understanding and cooperation is appreciated.