



## NEW CIVISTA BANK CHIP DEBIT CARD FAQs

1. **Why are you replacing my existing card?** Your new Debit MasterCard will help us serve you better by providing you with added benefits you can use every day.
2. **Is there any cost to me?** No, your new card is provided at no charge.
3. **Will my PIN remain the same?** No, you will receive a new PIN in the mail. Typically about three days following receipt of your new card.
4. **Why will my new card contain a microchip?** Civista bank is moving to chip technology because it provides more security and ease of use in other countries. It is becoming standard in the U.S.
5. **When will my new card arrive?** New cards are being distributed this fall. You will receive a letter notifying you of the upcoming new card about two weeks prior to your new card arriving.
6. What do I need to do with my new card? When it arrives, simply:
  - Call 1.877.224.8493 toll free and select Option 8 to activate your card
  - Sign the back of the new card
  - Destroy your old card**Also contact any merchants who automatically bill your existing card to provide your new card number.**
7. **Will I continue to enjoy free ATM access?** Yes! You can use your new Civista Bank Debit MasterCard to make unlimited free transactions at Civista Bank ATMs. Additional free ATM access may be available and is dependent on account type.
8. **Can I keep my old card instead?** No, your current card is being discontinued, so to enjoy uninterrupted service, it's important to activate and begin using your new Civista Bank Debit MasterCard as soon as it arrives.
9. **If I have multiple accounts, will each account receive a new card?** Yes. Each personal checking account with a VISA® debit card linked to it will be reissued a new Civista Debit MasterCard.



10. **If I receive more than one card, how will I be able to tell which checking account it is linked to?**  
Call customer service at 1.800.604.9368. A representative will be happy to assist you.
  
11. **Can I get additional cards for other family members?** Yes, additional cards are available at no cost.
  
12. **Are fraud alerts available with my new card?** As part of our ongoing security, we continuously monitor accounts for suspicious activity. Civista® FraudEYE is a new program we are introducing this fall to automatically alert you to suspicious activity on your debit card. Learn more about [Civista Bank fraud alerts](#).

