

# FAQ

## **How to change a PIN:**

Customers can change their PIN 1 of 4 ways:

1. Call the number included in the debit card mailer – 1-877-965-3344
2. PINs can be changed at the ATM – customer will need existing PIN to complete this method
3. Customer can come into the branch and change using the PIN pad
4. Universal Bankers can clear out the PIN offset and customer can set PIN at first use of card after offset clearing (In Card Services Account Lookup, Card Information Tab, Select “Edit PIN Offset”, clear out PIN Offset, Save)

## **How do I enter a travel notification on a debit card?**

Pull up the card in Card Services Account Lookup

Click on the Alert Information Tab

In the task bar, select “Edit Travel Information”

Enter a travel start date, end date, and a description of where the customer will be traveling