



## **Platinum and Platinum Rewards Visa® EMV Credit Cards Frequently Asked Questions (FAQ's)**

### **What is EMV?**

EMV stands for Europay, MasterCard and Visa. EMV or “chip” cards have been in use in Europe for over 20 years. An EMV or chip card is recognizable by the small, metallic square chip you'll see on the cards.

### **How do I get a TopLine Platinum Visa® EMV Credit Card?**

When your current TopLine Platinum Credit Card expires, your new card will contain the EMV chip technology. If you don't have a TopLine Platinum and Platinum Rewards Visa Credit Card, apply online at <https://www.toplinecu.com/> or stop by any TopLine branch to get yours today!

### **How does my Platinum Visa® EMV Credit Card work?**

The EMV chip provides dynamic data that cannot be known to someone who steals your card or your card number. Unlike magnetic stripe cards, every time an EMV card is used for payment, the card chip creates a unique transaction code that cannot be re-used. You can shop in stores, online, over the phone, and by mail. And you can also get cash at any Visa/PLUS ATM worldwide.

### **How do I use my Platinum Visa® EMV Credit Card to make a purchase?**

Just like magnetic-stripe cards, EMV cards are processed for payment in two steps: card reading and transaction verification. If the merchant is set to accept EMV cards, you may need to insert your card into a terminal slot and wait for your transaction to process. Every time your Platinum Visa® EMV Credit Card is used for payment, the card chip creates a unique transaction code that cannot be re-used. Not all EMV merchants will require you to use your PIN so you may need to swipe and sign for your card just as you do with a non-EMV chip card. Using your signature instead of a PIN does not minimize the enhanced security that the EMV card provides; it is the merchant's preference to obtain a signature.

**Where can I use my Platinum Visa® EMV Credit Card?**

Although EMV cards are widely accepted across Europe, many merchants in the U.S. are still updating their payment terminals to process EMV chip card transactions. No worries, if a merchant is not EMV compatible, your card will be equipped with both chip and magnetic stripe functions and the transaction will be processed using the magnetic stripe.

**Will I still have to sign for my card transactions?**

Terminals may use different formats to authenticate your card, so you may find that you are signing for your transactions just as you would with a non-EMV chip card. Because this technology is new in the US, it is expected that the majority of the time you may be asked to sign for your transaction. If you travel outside of the US, the merchant may request the transaction to be completed using a PIN.

**How do I activate my Platinum Visa® EMV Credit Card?**

Activate your card by following the instructions on the front of the card. Call 1-800-527-7728 from your home phone for activation of all cards on your account.

**What happens if I need to return an item?**

Each merchant location has its own return policies and will handle the returns in the same manner as any other Visa transaction and may take up to 7 business days to be credited to your Platinum Visa® EMV Credit Card.

**Whom do I call if I think there has been a transaction error on my Platinum Visa® EMV Credit Card?**

If you believe there is an error, such as a purchase that you do not recognize, simply call our 24-hour customer service at 800-654-7728 for assistance.

**Can I use my card for recurring transactions?**

Yes. Your Platinum Visa® EMV Credit Card may be used for automatic recurring transactions such as internet service providers or health club fees.

**Will I be charged fees to use my Platinum Visa® EMV Credit Card?**

No. There are no fees associated with the use of the Card when purchasing goods and services. There is no monthly account maintenance fee or annual fee to have the card. Fees may apply for ATM or Cash Advance transactions. Please see our website at [www.toplinecu.com](http://www.toplinecu.com) for more information.

**Can I do a cash advance on my Platinum Visa® EMV Credit Card?**

Yes, you can obtain cash from any ATM or obtain a cash advance from a financial institution. A 2% cash advance transaction fee will be charged to your account for the transaction. Additional fees may apply through the ATM or financial network.

**How do I find an ATM when I travel - particularly overseas?**

Visit our website at [www.TopLinecu.com](http://www.TopLinecu.com) or use the ATM locator found at [www.visa.com](http://www.visa.com) for participating Visa ATMs both domestic and abroad.

**What is the exchange rate when I get to another country?**

The exchange rate is determined by the rate of exchange on the date of purchase. Using your Platinum Visa® EMV Credit Card at an ATM can be less expensive than using a currency exchange to get foreign currency.

**What about foreign transactions fees?**

There are no foreign transaction fees charged to the member for using their card outside the U.S.

**When I travel, are my receipts in U.S. dollars or the local currency?**

Your receipt will reflect the local currency. It is always good to plan ahead and have a general idea of the local exchange rates before you travel. This helps you to understand what goods and services are actually costing you.

**What happens if my Platinum Visa® EMV Credit Card is lost or stolen?**

Our credit card provider, PSCU, provides 24-hour toll-free support. Immediately report any problems or a lost or stolen card by calling 800-449-7728. A replacement card can be issued and any available balance transferred to a new card. Replacement cards are generally received in 7-10 business days domestically or within two weeks or more internationally.

### **How do I call for customer support from overseas?**

To obtain 24-hour assistance while traveling outside of the US call collect (410) 581-9994.

### **Are any countries blocked from using the Platinum Visa® EMV Credit Card to make purchases?**

For security purposes and fraud prevention, your Platinum Visa® EMV Credit Card will decline if attempts are made to use it at merchants in the countries sanctioned under the US Treasury Department's Office of Foreign Asset Control (OFAC).

### **What recommendations are there for ensuring hassle free use of my Platinum Visa® EMV Credit Card?**

- Notify TopLine of extensive domestic and/or international travels.
- Inquire about potential international fraud blocks before you travel.
- Test your EMV card to confirm that you have the valid PIN.
- Verify that your card will not expire while traveling.
- Carry alternative payment methods (i.e. additional debit/credit cards).
- Do not pack all payment methods together (i.e. put one in a suitcase, another in a purse or wallet).
- Remain observant for pick pockets.
- Photocopy all cards front and back and keep separate copies on hand.
- Save all receipts and verify against your statement.
- Report lost or stolen cards and unauthorized transactions immediately.
- Be aware of your surroundings when entering your PIN at an ATM or checkout counter.
- Keep our customer support phone numbers on hand; assistance is available 24/7/365.
  - 24-hour assistance while traveling inside the US call **800-654-7728**
  - 24-hour assistance while traveling outside of the US call collect **(410) 581-9994**

### **How is the variable rate calculated?**

Your variable rate is based on the Wall Street Journal Prime Rate plus a margin. The U.S. Prime Rate used to determine your APRs for each billing cycle is the highest rate appearing in *The Wall Street Journal* on the last day of the calendar month March, June, September and December. For example, the current U.S. Prime Rate is 3.25% plus a margin based off the member's credit history. Let's say you have excellent credit, the margin will be 5.15% plus the U.S. Prime Rate of 3.25%, the initial variable rate would be 8.90%APR.

VISA Platinum: The Annual Percentage Rate assigned to the account will be variable, determined quarterly by adding a margin of 5.15%, 5.65%, 7.65%, 10.65%, 12.65% or 14.15% to the Wall Street Journal U.S. Prime Rate.

VISA Platinum Rewards: The Annual Percentage Rate assigned to the account will be variable, determined quarterly by adding a margin of 6.15%, 6.65%, 8.65%, 11.65%, 13.65% or 15.15% to the Wall Street Journal U.S. Prime Rate.

See Visa® Platinum and Visa Platinum Rewards Credit Card Terms and Conditions for further details.

### **Will my variable rate be based on my credit history?**

Yes. Your variable rate will be based Risk-Based Pricing. Risk-based pricing is a system that evaluates the risk factors of the member's application and credit profile. And adjusts the variable rate margin up or down based on this risk evaluation.

### **When and where will you obtain my credit score?**

At least bi-annually, TopLine will obtain a credit score that ranks your credit history from a consumer report provided by: Equifax Credit Information Services, Inc. PO Box 740241, Atlanta GA 30374, 1-877-322-8228. You have a right to obtain a copy of your consumer report from the consumer agency without charge by calling the toll free number above.

### **Is there a minimum and maximum rate I will be charged?**

Yes. The minimum is 8.90% and a maximum of 17.90%.

**How often may the variable rate change?**

The rate may adjust quarterly. (March, June, September, December)

**Can I transfer balances from other credit cards to my Platinum Visa® EMV Credit Card? If so, are there fees?**

Yes. (Balance Transfer Disclosure) You agree to allow approximately 30 days for TopLine to process and transfer the balance(s) to your TopLine account. Please continue to make at least the minimum payments on your other credit cards. TopLine is not responsible for fees and finance charges incurred by you prior to your balance being transferred. Payment of the amount(s) authorized by you may not satisfy any outstanding balance(s) on the designated account(s). You will continue to be responsible for any balances on your other credit cards. In the event that your request(s) exceed the amount of your credit line, TopLine may decline to process one or more of the requests. The payment and transfer of balances is contingent upon approval by TopLine and receipt of complete, legible balance transfer requests. Your balance transfer request may not be used to make payments toward amounts you owe TopLine. Transfer requests to cash or to yourself cannot be processed.

**How is my finance charge calculated?**

The total FINANCE CHARGE for the billing period is calculated by adding the FINANCE CHARGE assessed on the Account. You can avoid a FINANCE CHARGE on purchases by paying the full amount of the New Balance of Purchases each month within 25 days of your statement closing date. Otherwise, the New Balance of Purchases, and subsequent purchases from the date they are posted to your Account, will be subject to a FINANCE CHARGE. Cash advances are always subject to a FINANCE CHARGE from the date they are posted to your Account. A FINANCE CHARGE (interest) is calculated by applying a monthly periodic rate (APR divided by twelve) to the average daily balance. To get the Average Daily Balance for each account, we (1) take the beginning balance for the feature each day (excluding unpaid Finance Charges from previous billing periods), (2) add any new transactions, debits, or fees, (3) subtract any payments or credits, and (4) make any appropriate adjustments. The daily balances are totaled, and divided by the number of days in the statement period to produce separate average daily balances to which the periodic rate is then applied.

### **What are the additional fees and charges?**

The following charges or fees may be imposed on your account: (1) a Late Payment Fee will be assessed to your Account if the minimum payment is not paid by the stated due date; (2) a Returned Check or Item Fee will be assessed if a check, share draft or automatic payment used to pay on your Account is returned unpaid, or if a convenience check drawn on your account is returned; (3) a Cash Advance Fee may be imposed at the time of each cash advance; (4) a Balance Transfer Fee may be imposed at the time of each balance transfer; (5) a Returned Check Fee will be charged on any check returned to us; (6) a Temporary Line Increase Fee will be charged at the time of request for a temporary increase in the maximum amount available under the credit line; (7) a Replacement Card Fee will be charged at the time of your request for a new credit card.

### **What is the default APR?**

The Default Account APR will apply to any account that is in default. An account is in default if the minimum payment is 30 or more days past due at the time the statement is generated, or the account is otherwise in default as defined in the Credit Card Disclosure. The default APR is 17.90%, with a maximum monthly periodic rate of 1.49%. The default APR will remain in effect until the account has a current payment history for six (6) consecutive months. At such time, the credit union will adjust the APR to the then current APR based on your cumulative credit history

### **What is the grace period?**

The grace period is 25 days on new purchases when monthly balance is paid in full. There is no grace period for repayment of the balance for cash advances, convenience checks, and balance transfers.

### **How are payments applied?**

If you pay only the minimum amount due, we apply payments to balances with lower APRs before balances with higher APRs. Any payment amount received in excess of minimum payment required will be applied to any balances at the highest APR first.

See full Visa<sup>®</sup> Credit Card Terms and Conditions for further details.