



Chip and PIN Cards Frequently Asked Questions

What is a chip and PIN card?

It's a credit card that includes microchip technology and a personal identification number (PIN) to verify the cardholder. The merchant must have special equipment to read these chip and PIN cards. Currently, the special equipment is used broadly across foreign countries, but rarely found in the U.S. so the card currently also has a traditional magnetic stripe. Within a few years, most merchants in the U.S. are expected to have chip and PIN equipment.

What are the benefits of using a chip and PIN card?

Chip and PIN credit cards are more convenient for our members when traveling overseas because some merchants and kiosks no longer accept the standard "mag stripe" credit cards. Chip and PIN technology makes it harder for criminals to produce counterfeit cards. When you use a chip and PIN card at a chip and PIN payment terminal, your card information is more secure greatly reducing the incidence of fraud and protecting our members and USAA.

When will USAA members be able to get a chip and PIN credit card?

USAA Bank members are eligible to request a chip and PIN card if they plan to work or travel overseas. In the coming years, when more U.S. merchants begin installing the new chip and PIN payment terminals, USAA Bank will convert all of its credit cards to this technology.

How do I use the PIN?

A personal identification number (PIN) is a more secure way of verifying a person so the PIN will take the place of a signature at most chip and PIN terminals. One PIN is assigned for each USAA credit card account. We recommend that all cardholders and authorized users on an account memorize the PIN.

What are the steps to use a chip and PIN card?

Using a chip and PIN credit card is simple:

1. Insert your card into the terminal.
2. Follow the terminal prompts and enter your PIN.
3. The terminal will indicate that the transaction is complete and you may remove the card.

If you happen to be at a merchant that does not have chip and PIN payment terminals, your card will work on the "old" payment terminal because it also has the magnetic stripe.

Q. Is there a cost to convert to a chip and PIN card?

A. USAA does not charge its members any fee for converting to a chip and PIN card.

Q. When I convert to a chip and PIN card is there a change in my card's interest rate?

A. No. There is no change to the interest rate or any of the other benefits of your account.

Q. When I convert to a chip and PIN card will all account holders receive a card?

A. All cardholders and authorized users on the account will receive a new chip and PIN card. Cards are mailed to the address on the account.

Q. After I submit a request to convert to chip and PIN card, when should I expect to receive my card and my pin?

A. The card and PIN will arrive in separate envelopes for security purposes. You should receive both your new card(s) and your PIN within 10 business days.

Q. I have a chip and PIN card and I can't remember my PIN?

A. If you forget your PIN, you should call 1-800-531-8722 and say "credit card" and "forgot my PIN".

Q. Can I use my chip and PIN card at an ATM?

A. You can use your chip and PIN card at the ATM. ATM transactions are cash advances and have no grace period. In addition, check your USAA Credit Card Agreement for any applicable cash advance fees.

Q. When I use the chip and PIN card to make a purchase will the transaction come through as a cash advance?

A. Using your card and the PIN to pay for goods or services is a "Purchase" under the USAA Credit Card Agreement and not a "Cash Advance." However, using your card and PIN at an ATM or at any other location to obtain cash or cash equivalents is a "Cash Advance