



Local. Community. Trust.

Activating Your New Debit Card, Setting and/or Changing Your PIN

To activate your new debit card through our automated phone system:

1. Call 1-800-757-9848; select your language preference
2. Enter your card number as it appears on the front of your card
3. Enter 3 digit security code on back of card (CV2)
4. Upon successful completion of steps 1-3, the system will prompt caller to answer authentication questions which include the callers: mother's maiden name, last 4 of Social Security #, expiration date on card, and date of birth.
5. If this is a Business Debit Card, the authentication questions will include: EIN #, expiration date on card, and zip code
6. After successful authentication, the card will be activated (if it hasn't been activated already).

If confused during security questions, the caller can prompt out and be redirected to call center for help (open 24/7 except national holidays). Should the caller incorrectly enter any necessary information, the system will repeat the prompts. For security reasons, the system will NOT notify the caller what prompt was entered incorrectly.

To set and/or change your debit card PIN through our automated phone system:

1. Call 1-800-757-9848; select your language preference
2. Enter your card number as it appears on the front of your card
3. Enter 3 digit security code on back of card
4. Upon successful completion of steps 1-3, the system will prompt caller to answer authentication questions which include the callers: mother's maiden name, last 4 of Social Security number, expiration date on card, and date of birth.
5. Pin Selection...
 - If the PIN Offset on the cardholder record is set to blanks or 0000, the system will prompt the caller to enter a PIN to be used with the card.
 - If the PIN Offset on the cardholder record is greater than 0000, the system will prompt the caller to select 1 in order to KEEP their current PIN, or select 2 to enter a NEW PIN.
6. Upon successful PIN selection, you may begin using your card.