

# FVSB Check Card FAQs

## **Question: What are the benefits of having a Fox Valley Savings Bank Check Card?**

Answer:

- Your Check Card can be used in place of a check to make purchases
- Check Cards can be used to withdraw cash from an ATM
- You can use it anywhere MasterCard is accepted
- Payment is deducted from your checking account
- Your card can even be used to order items by phone and online
- Easier than writing a check
- Saves money because you don't need to order as many paper checks
- Safer than carrying cash
- Plastic is convenient to carry and fits anywhere

## **Question: How to get your FREE Fox Valley Savings Bank Check Card?**

Answer:

1. You need to have a Fox Valley Savings Bank checking or savings account
2. Complete our easy Check Card Application
3. Once approved, you will receive your Fox Valley Savings Bank Check Card. You must activate the card. You will receive a separate PIN number with the option to personalize your PIN.

Important information to remember about your Fox Valley Savings Bank Check Card.

- A PIN (Personal Identification Number) is only required at an ATM to withdraw cash.
- When using your check card to make purchases choose "credit" to sign the receipt. Do not say "debit" that requires a PIN. This is a security measure for your protection.
- Keep all of your receipts and record them in your check register.

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**Question: What if my check card is lost or stolen?**

If your check card is lost or stolen, you must call 1-800-554-8969 to report it. You also need to call FVSB at 1-800-242-7880 to request a new card. A new card number and new PIN will be mailed to your home within 2-3 weeks.

**Question: What if I forget my PIN?**

If you forgot your PIN contact us. A PIN reminder will be sent to your home in approximately 2 weeks.