

Frequently asked questions to help ensure you have the best experience possible when using your new EMV chip card.

1. What is EMV chip card technology?

Named after its original developers (Europay, MasterCard® and Visa®), EMV chip cards feature embedded microprocessor chips that store and protect cardholder data.

2. Are Pin numbers required?

Yes. The issuance of the pin number is not an option. You cannot stop the issuing and mailing of a pin number (#).

3. Can the pin number be used at any ATM Machine?

NO, the MCC Code is blocked on all Arkansas State issued cards.

CARDHOLDERS CANNOT GET CASH WITH ANY STATE ISSUED CREDIT CARD WITH OR WITHOUT A PIN NUMBER (#).

4. What are the benefits of a chip card?

While chip cards can help reduce various types of fraud, they do not eliminate it entirely. The primary benefit of a chip card is the prevention of counterfeit fraud in card present transactions. The chip embedded in the card is nearly impossible to duplicate. The chip also increases security through the use of stronger authentication methods at the point-of-sale (POS). The combination of stronger authentication methods and unique transaction elements makes chip card account data less attractive to steal and counterfeit fraud exceedingly difficult.

For cardholders, the chip card provides:

- Enhanced security for card present transactions
- The broadest card acceptance/interoperability around the world
- The potential for added functionality, convenience and personalization

Frequently Asked Questions (Continued)

5. Are there multiple types of chips?

Yes. There are two primary types of chips: contact and contactless. A contact chip is a visible chip on the card that must make contact with a POS terminal. A contactless chip is typically not visible and only needs to be in close proximity to a POS device. Regardless of the chip type, it contains functionality that determines how a cardholder should authenticate themselves at the POS, such as signing the receipt or entering a PIN number (#).

U.S. Bank supports a contact chip for its commercial cards where the primary method of authentication is a signature. The chip also supports PIN number (#) authentication when needed based on the merchant terminal configuration.

6. Does a chip card still have a magnetic stripe on it?

Yes. Your chip card also has a magnetic stripe on it for use when a POS terminal or ATM does not support a chip-enabled card.

7. Is there a law that mandates chip cards?

No. There is no law or mandate that requires a chip in consumer or commercial cards. Rather, in October 2015 the card organizations (Visa, MasterCard, American Express® and Discover®) will shift the financial liability of counterfeit card-present fraud to the party (issuer or merchant) not supporting chip cards.

8. How does the chip in a card work?

The embedded chip stores information required to authenticate authorize and process transactions. This is the same type of information that is stored today on the magnetic stripe. Chip cards and chip terminals work together to ensure a highly secure transaction by validating the card and cardholder and the account information, e.g., cash access, transaction limits, etc.

What is U.S. Bank doing?

9. What is U.S. Bank's plan to support chip cards?

U.S. Bank has been issuing chip cards in Canada since 2009, in Europe since 2011, and to U.S.-based cardholders who travel internationally since 2012. Starting in October 2014, U.S. Bank will begin migrating its U.S.-based commercial card portfolio to chip cards. The corporate travel card portfolio is expected to be 100% chip card by October 2015 and the one card and purchasing card portfolios will be 100% chip card by the end of 2017.

10. Why is U.S. Bank issuing its cards with a chip?

U.S. Bank is issuing chip cards to provide clients the latest in secure payment technology and to support the shift in financial liability that will take place in October 2015, when the card organizations shift the responsibility for any fraud resulting from a payment transaction to the party (issuer or merchant) using the least secure technology.

11. What is U.S. Bank doing to support Program Administrators during the migration?

U.S. Bank will provide informational resources such as these FAQs and communication templates to help educate your cardholders. Your U.S. Bank Representative will work with you and keep you informed throughout the process by providing additional tools and resources.

Frequently Asked Questions (Continued)

When is this happening?

12. When will our cardholders begin seeing the new chip cards?

US Bank accelerate the re-issuance process to ensure all corporate travel cards are chip enabled by October 2015. We will provide more details on our accelerated re-issuance initiative later this year. Once your card program begins migration to chip, all new and replacement cards will be issued as EMV.



13. Will our organization need to pay for the new chip cards?

U.S. Bank is covering all costs associated with the migration to chip cards.

14. What information will my cardholders receive related to the chip card?

Cardholders will receive information on the card carrier, which will include instructions on how to use the new card.

15. Will my card program have both non-chip and chip-based cards?

Until the migration is complete, you may have some cardholders with chip cards and some without.

16. What if my program already has chip cards?

There will be no change for those cardholders.

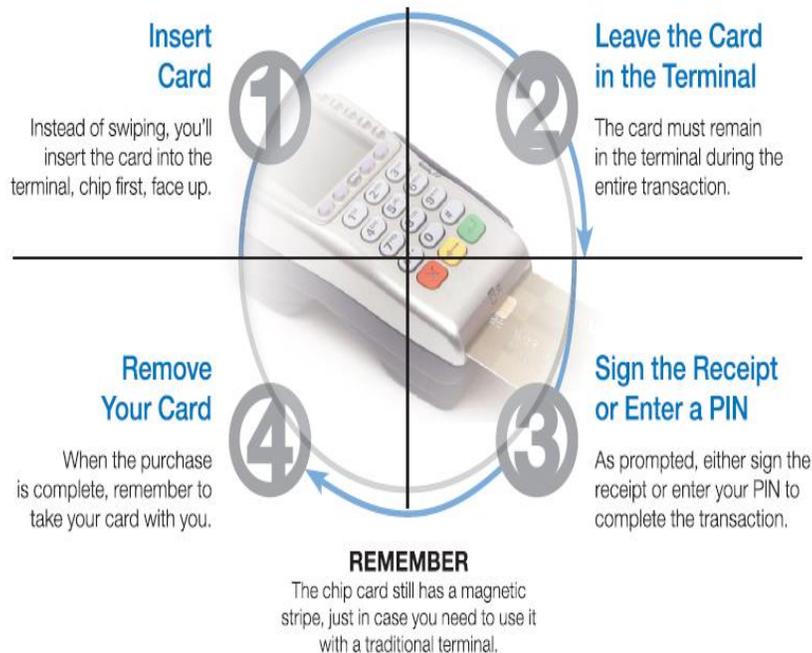
What is the impact to our cardholders?

17. How should cardholders use their new chip card?

Cardholders should experience only minor differences when using their chip card. Instead of swiping the card at a merchant's terminal, the cardholder inserts ("dips") their card into the slot underneath the keypad until it "clicks," leaving it until they see prompts to remove it. At merchants without chip-enabled terminals, the cardholder swipes the card as normal.

Frequently Asked Questions (Continued)

Over time, more and more merchants will have chip-enabled terminals, so this experience will become more commonplace. In fact, several well-known national retailers already have chip-enabled terminals.



18. How should cardholders activate their card?

Cardholders will need to call the number on their card and follow the prompts to activate it. Their existing card will work until the new card is activated or it reaches its expiration date, whichever comes first.

19. When will cardholders be prompted to enter a PIN number (#)?

In the U.S., a cardholder will most likely not be prompted to enter a PIN number (#) at a merchant POS terminal. For U.S. Bank commercial cards, the primary method of authentication at the POS is signature. However, outside the U.S. a cardholder may experience a situation when a PIN number (#) is required, such as at unattended gas dispensers, parking garages, and train and bus stations.

20. How does a cardholder get a PIN number (#)?

Cardholders will receive a PIN number (#) in the mail for their new chip card. The number (#) is sent separately from their new chip card. As a reminder, cardholders may be prompted to enter their PIN number (#) when travelling internationally.

21. What happens if a cardholder forgets their PIN number (#)?

If a cardholder forgets their PIN number (#), they should contact Customer Service at 1-800-344-5696 and request their PIN be mailed to them. **NOTE: Customer Service does not have the ability to provide a PIN over the phone. Cardholders should expect to receive their PIN, via USPS, 7-10 business days after it is requested.**