

PURDUE FEDERAL VISA DEBIT AND CREDIT CARD COMPROMISE FAQs

Please remember: Your Purdue Federal Visa® debit or credit card is protected by Visa's Zero Liability policy, so you won't be held responsible for fraudulent charges made on your card.*

Q: I received a letter stating that my card may have been compromised. What does that mean?

A: Debit and credit card compromises occur when unauthorized individuals gain access to your payment card information. This typically means that it's likely after using your card with a merchant, your card number, expiration date and PIN may have been manually or electronically captured for the purpose of creating a functional counterfeit payment card.

Q: Does this mean that I have fraud on my account?

A: No. It only means that your debit or credit card information has potentially been compromised. Your payment card may be replaced as a cautionary measure. We monitor your account 24/7 for fraud, but we also recommend that you review your account and report any suspicious or unauthorized transaction to us immediately. Online banking is a great way to monitor your account activity, and you won't need to wait for a monthly statement. You may also want to enroll in SMS account alerts so we can quickly communicate with you in situations like this when time is important.

Q: How does Purdue Federal react to debit and credit card compromise notifications?

A: Purdue Federal is notified by Visa and our card processor of compromises. We take every compromise seriously. In each case, we evaluate the need to reissue new debit or credit cards to affected members, and then take the appropriate action.

Q: How do you know my card was affected?

A: Purdue Federal receives notices of potentially compromised payment cards from various sources and tools. We replaced your payment card to prevent any potential fraudulent usage as a precautionary measure.

Q: What can I do to prevent this from happening again?

A: No one can predict when their debit or credit card will be compromised. We strongly urge our members to engage in online and mobile banking practices to increase overall awareness of the available balances in their accounts. If there is ever a transaction you do not recognize, please contact us immediately and we will be glad to assist you.

Q: How long will it take for me to receive a new card?

A: It usually takes seven to 10 business days to receive a new card. You will also get a mailer, which will arrive separately from the card, with your new personal identification number (PIN).

Q: What if I have preauthorized debits made to my compromised debit card number?

A: You should contact the merchant(s) immediately upon receipt of your replacement card, and provide them with the new card number and expiration date.

Q: There are other signers on my credit union accounts. Does this affect their cards too?

A: Not necessarily, since each member has a unique card number. If their card has also been compromised, they will receive a similar notification too.

Q: Can this information be used to steal my identity?

A: The information encoded on your debit or credit card pertains to the card number and expiration date. Confidential information such as Social Security numbers, checking account numbers, driver's license numbers, addresses and dates of birth are not stored on the card.