

ACTION NEEDED!

HAVE YOU ACTIVATED YOUR NEW DEBIT CARD?

Debit Card

Q&A

Q1: When do I need to begin using my new debit card?

A1: Only your new debit card will work as of **Monday, August 28**. On or after that date your old debit card will not work.

Q2: I have my new card, but I have not yet activated it — how do I do that?

A2: It's easy. Please call the number on the sticker affixed to the card (1-800-992-3808) and then follow the prompts.



Q3: I did not receive the new VISA debit card, what do I need to do?

A3: Please call **703-777-6327**, or call or visit your local Financial Service Center.

Q4: How long will it take to receive my new card?

A4: It will take an estimated 5 – 7 business days from the date of order until delivery; that time period includes card production plus mail delivery.

Q5: What should I do while I wait for a new debit card?

A5: The best solution is to use a credit card until the new debit card is delivered. Other alternatives include getting cash at one our Financial Service Centers and/or using checks.

Q6: What do I need to do about the auto drafts/preauthorized payments that I had set up on the old card?

A6: Because your debit card number has changed, you will need to update records with any merchants that automatically charge your debit card.

Q7: What should I do with my old debit card after August 27?

A7: Please destroy the card, making sure to cut through the magnetic strip and the card number.