



# United Community Bank

## Important Information

United Community Bank has changed to a new debit card program through Mastercard®. All current United Community Bank Visa® SHAZAM® Chek debit cardholders, and new customers, will be receiving a new Mastercard® SHAZAM® Chek debit card.



### Activate your card and customize your PIN

To activate your new Mastercard SHAZAM® Chek debit card and customize your PIN, call 800-717-4923 and use the interactive voice response system. Have your debit card and SSN available when you call. You **must** call from your telephone or cell phone number that we have on file.



### Be sure to destroy your old card after you activate your new card

Your old Visa SHAZAM® Chek debit card will no longer function 30 days after you receive your new card. Please destroy any previously issued United Community Bank Visa SHAZAM® Chek debit card as soon as you activate your new card.



### Your new debit card will have an EMV chip

Your new card is equipped with EMV® technology. There is a chip on the front and a magnetic stripe on the back. The magnetic stripe allows you to continue using it at businesses without chip-enabled terminals. The chip within the card stores account information more securely, and the technology itself provides protection against fraudsters creating a replica of your card. The biggest benefit of switching to chip cards is the reduction in card fraud resulting from counterfeit, lost and stolen cards.



### How your new chip card will work

You will either insert your chip card into the terminal or swipe the magnetic stripe. If prompted to insert your chip card, look for a slot on the bottom-front of the terminal and insert your card face up, chip first. Leave your card in the terminal until the transaction is complete. The terminal will prompt you to either enter a PIN or sign to validate your identity — don't forget to take your card when prompted.



### IMPORTANT — Update your card information

Remember to provide your new debit card number to businesses and service providers that charge your card for recurring or automated payments, such as internet services or fitness centers. Any use of the old card after 30 days will cause your payment to be declined and potentially interrupt your service.

***Thank you for being a valued customer.***