



Chip Card Q & A

GENERAL

Q: What is a chip card? What is the difference between chip card and magnetic stripe card?

A: Chip cards are cards with an embedded microchip on the card face. Chip cards would still have a magnetic stripe at the back of the card. The operation of chip cards is similar to that of magnetic stripe cards. Cardholders only need to sign on the sales slips to confirm the transactions as usual.

Q: Why do we move to chip?

A: Chip cards are more secure in terms of storing and processing information and will protect you from copying your card data to make counterfeit cards.

ACCEPTANCE

Q: Can I continue to use the magnetic stripe cards before they are replaced with chip?

A: Yes. Both chip cards and magnetic stripe cards are well accepted in the market.

Q: Can I use my chip card outside Hong Kong?

A: Yes, your chip card is accepted worldwide, just like your magnetic stripe cards.

Q: What if a merchant asks for PIN verification during a purchase?

A: Cardholders are NEVER required to disclose the PIN for verification during a purchases. Cardholders only need to sign off the transactions as usual. However, when you use EPS function to purchase, you will still be required to input PIN.

Q: What if the merchant refuses to accept the chip card?

A: You only need to promptly report to our Customer Service representative the details of the incident and we will follow up. Please try to provide us with the following information:

1. Merchant name and address
2. Date and time

Q: Some merchants swiped my chip card in terminal, while others inserted the card into a terminal, why did they handle my chip card differently?

A: It depends on which type of terminal the merchant is using. Some merchants have already installed chip terminals and will therefore insert the card into the terminal. Some merchants may have not moved to the new chip terminals yet so they would process your card in the conventional way, i.e. swiping the magnetic stripe.

Q: Why did some merchants always swipe my chip card, and then insert the chip card to process the transaction?

A: As some merchants are used to the practice of swiping the card, however a chip terminal will prompt the merchant to insert the chip card.

USAGE

Q: Is there any difference in the way we use chip cards and existing cards?

A: The processing of a chip card is very similar to that of a magnetic stripe card. Merchants that are capable of handling chip cards will insert the card into the terminal instead of swiping the card. The cashier will keep the chip card in the terminal until a sales slip is printed out. Merchants that are yet to upgrade will continue to swipe the chip card through the terminal. In both cases, you will be asked to sign the sales slip to complete the transaction. Furthermore, a chip terminal can also accept magnetic stripe cards.

The way you use the chip card at ATMs and other self-service terminals will remain the same.



Q: My magnetic stripe card has EPS and PPS functions, are the functions still supported on the chip?

A: Yes, you can still use EPS and PPS as usual. In case of EPS processing, the merchant will swipe your card through the terminal to process the transaction.

Q: Can I still use my chip card at an ATM?

A: Yes, you can still use the chip card at an ATM as usual.

Q: Can I continue to use my existing PIN on my chip card?

A: Yes, you can continue to use your existing PINs for ATM and phone banking.

Q: Will the transaction processing time take longer with the chip card?

A: As the chip card and chip terminal need to authenticate each other, the transaction processing time may take a little longer.

Q: What about using a chip card in mail orders, telephone orders and on the Internet?

A: There are no changes when making these transactions, and you can follow the same procedure as when using a magnetic stripe card.

Q: How do I know the chip is damaged?

A: If the cashier inserts your chip card into a terminal and is unsuccessful and needs to swipe the card to complete the transaction, and this happens very often, the chip on your card may be damaged.

Q: What should I do if the chip is damaged?

A: If the chip is damaged, please report to any of our branches to arrange for a replacement card.

CARD CONVERSION ISSUES

Q: How do I get my existing card replaced with a chip card?

A: In general, we will issue you with a chip credit card upon expiry of your existing credit card. Moreover, we are issuing chip cards to customers in phases.

Q: What should I do if I lost my chip card?

A: Please call our Lost Card Hotline 3199 9000 immediately to report card lost as usual. We will arrange a replacement card for you.