

## Personalized Check Card - Frequently Asked Questions

### **What is a Personalized Check Card and how does it work?**

You can now add a personal image to the front of your Freedom Check Card, instead of the standard appearance. It will function like your current Check Card.

### **Who is eligible for Personalized Check Cards?**

Any Member with a Freedom Checking Account is eligible to create a Personalized Check Card. If you would like to sign up for a FREE Checking Account, call (215) 612-5900.

### **Will the new Personalized Check Card have the same Card Number as my current Freedom Check Card?**

Your Personalized Check Card will have a completely new Card number on it. You will need to update any automatic payments that you have with your current card number.

### **When will the Personalized Check Card arrive?**

You will receive your Personalized Check Card within ten (10) business days.

### **What will happen to my current Check Card when I order a Personalized Check Card?**

Your current Check Card will be active for thirty (30) days. After that, it will be canceled and your Personalized Check Card will be your only Freedom Check Card.

### **Will my Joint Account holder receive my Personalized Check Card?**

Your Joint Account holder will not receive your Personalized Check Card and can order a new Card as well.

### **Will the new Personalized Check Card have the same PIN as my current Freedom Check Card?**

Please select your PIN when ordering the new Personalized Check Card.

### **Will my Checking Account Number change?**

The Freedom Checking Account Number that you have now will remain the same.

### **Can I also upload an image to my Freedom Visa® Credit Card?**

Right now, Freedom only offers Personalized Check Cards.

### **Do I have to order a new Personalized Check Card when it expires?**

When your Personalized Check Card expires, you will receive the same Personalized Check Card in the mail automatically.

### **Are there any image specifications for the image to personalize my Check Card?**

To get the best look for your new card, the image you choose should be 840 x 840 pixels and no larger than 10MB in a JPEG, PNG, GIF, Bitmap, or TIFF file format.

### **What if my image doesn't meet the specifications?**

To resize or save your image as a different file format, open it in Microsoft Word® or Paint®, check the image size, and save it as one of the above file formats.

### **What images cannot be used?**

- Political statements
- Advertising, promotional text, slogans, copyrighted or trademarked material
- Phone number, URLs
- Brand names or branded products
- Images of currency
- Celebrities, athletes, musicians, public figures, etc.
- Mastercard®, American Express®, Discover® or any other payment brand references
- References to any Visa Sponsorship property, such as the Olympics or NASCAR
- Socially unacceptable groups
- Provocative or sexual content
- Profanity, obscenities or nudity
- Violence, firearms, weapons or ammunition
- Alcohol or tobacco
- Any content that might result in problems at point of sale or interfere with security features of the card
- Any content that might infringe, denigrate or dilute the Visa brand or its member financial institutions

### **What will happen if there is a problem with my Personalized Check Card?**

If your Personalized Check Card is rejected, you will be notified by Freedom Credit Union.

### **How much does a Personalized Check Card cost?**

Your first Personalized Check Card is FREE, and you can order a new Freedom Personalized Check Card every six (6) months for FREE.

### **What if I want more than one Freedom Personalized Check Card within six (6) months?**

You can order a FREE Personalized Check Card every six (6) months. For every one ordered after that, a \$10.00 fee will be automatically debited from your Checking Account. Only one Freedom Check Card will be active at any time.