



Tompkins State Bank

January 3, 2019

Dear Debit or ATM Card Customer,

Tompkins State Bank is converting Debit/ATM affiliation from SHAZAM to FISERV EFT Effective February 4, 2019.

Key Dates

January 22--31, 2019

- NEW Debit/ATM Cards will begin to be mailed and should be received by the end of January.
- Follow Activation Instructions included with Card.

February 4, 2019

- Begin using New Debit/ATM Cards
- Old Debit/ATM cards become inactive

- **You will be sent a New Card to be mailed the week of January 22, 2019 and should arrive by January 31, 2019.**

PLEASE activate your New Card with the instructions sent with the card and begin using it February 4, 2019. Continue to use your existing card until then.

- **Your Card Number will change! Please be aware:** If you have automatic payments made with your current card, make sure to contact each vendor with your new updated card number to help avoid any interruption in your service.
- **You will be able to select your unique PIN during the activation of the card or call at a later time to select your PIN.**
- **Please make sure we have your current phone, email and address!**
- **24/7 Cardholder Service:** Refer to the Toll Free number on the back of your card for emergency calls. Otherwise, plan to call your local banker during regular banking hours.
- **Online Access:** A reminder that you may use our Online and Mobile Banking to access information about your account by enrolling at www.tompkinsstatebank.com.
- **Frequently asked questions are on the back of this letter.**

If you have any additional questions or inquiries before the Conversion date of February 4, 2019, please call us at one of our offices:

**Avon (309) 465-3834
Knoxville (309) 289-5541**

**Abingdon (309) 462-5541
Galesburg (309) 342-8161**

We thank you for your business and wish you the best in the New Year!



Tompkins State Bank

Tompkins State Bank Debit / ATM Card and Network Conversion from SHAZAM to FISERV EFT

FREQUENTLY ASKED QUESTIONS

Why am I receiving a new Debit/ATM card?

Tompkins State Bank is converting the affiliation of card processors from SHAZAM to Fiserv EFT. This requires that a new card be issued.

Will I have a new PIN number so I can access cash from my new card?

Yes. You will no longer receive a PIN in the mail, and your old PIN will not work with the new card. You can select your unique PIN for your new card by calling the number on the activation label and choosing the PIN option.

My existing card does not expire for quite a while; can I continue using my existing card until expiration?

No. Your existing card will not work after February 3, 2019. Instructions will come with your new card to ensure it is ready to use on or after **February 4, 2019.**

Will I be able to use my card at other SHAZAM ATMs with NO FEE?

Unfortunately NO. Tompkins State Bank will no longer be a SHAZAM Network Member. To avoid fees, please plan to use Tompkins State Bank ATMs located in Avon, Abingdon, Knoxville and two locations in Galesburg. Also, you will continue to have the option to receive cash back when making a purchase at a merchant. Many merchants allow this at no fee to the cardholder.

What about SHAZAM BOLT\$?

This Fraud Alert service is associated with Shazam cards and will not apply to your new card so you may remove the Shazam Bolt\$ App. Please note, a similar Fraud Alert service called "Card Valet" will be available.

Does Tompkins State Bank have a relationship with any other networks?

Tompkins State Bank will continue with Mastercard®, Cirrus®, Maestro® as well as adding Accel®.

What do I need to do if I have preauthorized or recurring payments that are tied to my existing Tompkins State Bank card?

To ensure there is no interruption in recurring or preauthorized payments (such as monthly telephone, electricity, gas bills, insurance, clubs, etc.), contact the merchant immediately upon receiving your new card number and expiration date.

What is EMV?

EMV stands for Europay, Mastercard® and Visa®. EMV chip technology is becoming the global standard for credit card and debit card payments. This smart chip technology features credit cards with embedded microprocessor chips that store and protect cardholder data. This standard has many names worldwide and may also be referred to as: "chip and PIN" or "chip and signature."