

New Visa® Check Card Self-Service

We understand that our members want quick and secure methods to activate their cards and personalize their PIN. **During the afternoon of November 12, 2014**, we will launch Card Self-Service, a toll-free number for Card Activation and PIN Services. With Card Self-Service capabilities our members will now have complete control over card activation and PIN change services.

What is the toll free number I should call?

The Check Card Self-Service toll free number is **800-567-3451**

What is Card-Self-Service?

Card Self-Service is a 24/7 Interactive Voice Response (IVR) system that cardholders can call toll-free to activate their new, reissued or replacement cards. With this new system we have also added the convenience of being able to use the IVR to select or change your personal identification number (PIN).

With the IVR, our cardholders can:

- Activate a card
- Activate a card and select a new PIN
- Activate a card and change a forgotten PIN
- Activate a card and change a known PIN
- Select a new PIN
- Change a forgotten PIN
- Change a known PIN

How does it work?

The Card Self-Service IVR is available around-the-clock and from any phone, so cardholders have total flexibility to activate a card or make PIN changes at their convenience. Once the cardholder calls the toll-free number, the IVR system will need to look-up the cardholder's card. The IVR system will prompt cardholder for the first 6 and last 4 digits of their card number. The IVR system will locate the card by using the abbreviated card number and incoming phone number. If the cardholder record cannot be located, then the IVR prompts for the cardholder's Social Security Number/Tax identification Number.

Important Additional Details

Your card must be activated before it can be used. When you receive your new, reissued or replacement cards they will have a label on them with details on how to activate and set your PIN, including the toll free 1-800-567-3451. *(Be sure to remove this label before using card)*

Please note: *Once this new system is in effect, if you experience any issues with your current ATM or Visa CheckCard PIN you can simply call 800-567-3451 and reselect a new PIN Number. You may also select your current PIN again if you prefer.*

For questions or concerns please contact us at 800-642-7515 or info@firstcitizens.org.