

BANKWEST Debit MasterCard®

Activation and important information for you
beginning May 8, 2017

ACTIVATE YOUR CARD

using one of the following methods:

1. Call 888-885-9872 and choose option 1. You will need to enter your full card number and your social security number

The PIN mailer you received is required for the following methods:

2. Make a PIN-based transaction at any merchant, excluding pay at the pump
3. Make a withdrawal or balance inquiry with your PIN at any ATM

CHANGE YOUR PIN IF YOU WISH but wait until after 10 am on the 8th

Have your PIN mailer available, then call 888-885-9872 and select option 1, then option 2.

CARD LIMITATIONS

For your protection against fraud, Effective June 1, 2017, debit cards can only be used within the USA, excluding Florida. Contact us 48 hours prior to departure if you wish to use your card in Florida or outside the USA*.

*International transaction fees apply.

NOTIFY COMPANIES

If you have recurring payments set up, update them with your new card information. This could be anyone from the utility company to a cell phone carrier.

TRANSACTION PROCESSING is changing to "real time"

Your account will automatically be updated whenever you make a deposit* or when you swipe your card at a business. This initial authorization will appear right away and be visible to you through Internet, Mobile or Phone Banking. The actual posted transaction amount may differ from the initial authorization amount, depending on the type of business you use your card at (i.e. pay at the pump, restaurants, and hotels).

*Funds from "not on us" checks are available the next business day after the deposit is received and posted to your account in accordance with BANKWEST's Funds Availability Disclosure. Additional processing time may be needed for posting mobile deposits to your account. See Mobile Deposit User Agreement for more information.

THIRD-PARTY FRAUD CENTER

1-800-417-4592 or text number 32874

As BANKWEST transitions to the Fraud Center, their system will need time to learn your spending patterns in order to monitor for fraudulent activity. Here is how it will work:

1. When potential fraud is detected, you will receive an automatic email notification, with the option to respond and confirm fraud or no fraud.
2. One minute after the email, you will receive a text alert, which also you will have the option to respond.
3. If there is no response received, you will then receive automatic phone calls to confirm or deny fraud.
4. If the Fraud Center's alert system is unsuccessful in reaching you, your debit card may be suspended temporarily for your protection.

If you add the Fraud Center's phone and text number to your contacts, it will display on your phone whenever you get a call or text from these numbers.