

FREQUENTLY ASKED QUESTIONS

Who is eligible for a new Personalized Debit Card?

Customers who have a First Federal Checking Account are eligible for a new Personalized Debit Card. This includes the primary account owner and any authorized users on the account.

What if I have an existing First Federal Debit Card?

Existing customers are eligible to receive a new Personalized Debit Card, for a small fee. A fee of \$10.00 will be deducted from your checking account linked to your Debit Card when you create your first new card. The replacement fee for a lost or damaged existing card is \$20.00.

How do I order a Personalized Debit Card?

You will need to log in to the Online Banking page to order your card. You must be an Online Banking customer to order a card. If you do not already use Online Banking, sign up today and take advantage of the convenience it offers. Once you order your card, you will receive the new Personalized Debit Card in the mail, along with your new PIN.

What happens to my existing First Federal Debit Card?

Your existing card will be closed approximately 30 days after your new Personalized Debit Card is ordered. If the existing card is used for external payments, you will need to update vendor with new card information, once you receive and activate your new card.

What types of images are accepted?

First Federal and its vendor partners reserve the right to determine whether a submitted image is acceptable. See ***Image Guidelines***, below, for more information. We will notify you if your image has been denied.

How much does a Personalized Debit Card cost?

First Federal checking account customers who would like to replace their existing debit cards will pay a replacement fee of \$10.00 for a new Personalized Debit Card. If you lose or damage your Personalized Debit Card, the replacement fee is \$20.00. These fees will be deducted from the checking account linked to your Debit Card.

How will I receive my personalized card?

Your card will be mailed to you via the Postal Service. Your new PIN will be mailed separately for your security.

How long will it take to receive my card?

After your request has been submitted and approved by First Federal, you can expect your card to be mailed within 7-10 days. If you have a regular First Federal Debit Card, it will be closed approximately 30 days after your new personalized card is ordered and approved.

What if I pay a recurring bill using my debit card?

If you have items billed to your original First Federal Debit Card, you will need to update the vendor/creditor with your new card information, once your new card is activated. Also, once you activate your new personalized debit card and update any external payments, you should destroy your old card immediately.

IMAGE GUIDELINES:

Uploaded Image Requirements:

- minimum size of 840 x 840 pixels
- not larger than 10 MB
- JPEG, PNG, GIF, Bitmap, or TIFF format

Supplied images and/or text should not contain:

- Political Statements
- Advertising, promotional text, slogans, copyrighted or trademarked material*
- Phone numbers, URLs
- Brand names or branded products*
- Celebrities, athletes, musicians, public figures, etc*
- MasterCard®, American Express®, Discover® or any other payment brand references
- 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