

My Card, My Way

Frequently Asked Questions

Who is eligible for a Personalized Debit Card?

New and existing customers with a First Federal Checking Account are eligible to order a Personalized Debit Card.

What if I already have a non-personalized First Federal Debit Card?

You can order a Personalized Debit Card! Your existing non-personalized debit card will be deactivated once the new Personalized Debit Card is activated or 30 days after your new Personalized Debit Card is ordered. If your existing card is used for external payments, you will need to update the vendor(s) with the new card information.

How do I order a Personalized Debit Card and how much does it cost?

On a laptop, desktop, or tablet, login to your Online Banking. Click the [My Card, My Way](#) tab on your home page. Follow the instructions to upload and submit the photo for your Personalized Debit Card. Once submitted, you'll receive your new Personalized Debit Card in the mail. There is no charge for your first personalized debit card. The replacement fee for a lost or damaged card is \$20.00.

What images are accepted?

First Federal and its vendors reserve the right to determine whether an image is acceptable. We will notify you if your image has been denied. See [Image Guidelines](#) below for more information.

How will I receive my card and how long will it take?

After your request has been received and approved, you can expect your receive it through the US Postal Service within 7-10 business days.

Image Guidelines:

Uploaded Image Requirements:

- Minimum size of 840 x 840 pixels
- No larger than 10 MB
- JPEG, PNG, GIF, Bitmap, or TIFF format
- Must be a personal photo. Internet images are not acceptable.

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