

New Chip Cards Are Here.

If you have been anywhere outside the U.S., you've seen those new credit card machines used around the world. Those readers use a technology called chip and PIN. Instead of "swiping" their cards like we do in the U.S., they put the card into the bottom of the reader and allow the machine to scan the chip for account information.



Dipping



Swiping

If you have a LANECO Visa Credit Card, you will get a new card that incorporates both the chip and PIN as well as magnetic strip technology starting in early 2016. As cards expire, we will be issuing these new cards. You will be receiving a new chip card so that our members are protected to the best of our ability. We want you to feel secure in your card transactions.

You are still protected by Visa's Zero Liability policy when you notify us as soon as you notice unauthorized transactions on your account and within 48 hours. You can report lost or stolen cards 24 – 7 by calling these numbers.

CREDIT CARDS 1-800-991-4964

DEBIT CARDS 1-800-682-6075

We can issue you a new Chip and PIN card now, before your expiration date, and are glad to expedite the reissue process and waive the fee for the 1st issue of your Laneco Credit chip card issued prior to your scheduled expiration date.

All Debit cards have been issued as CHIP CARDS.

If you have not activated your new Chip Card, you will need to do so before January 20, 2017 or your old card may stop working. Please call our office if you are having any trouble in this process.

Chip Card Protection

Chip cards look like regular debit and credit cards, but also include a special microchip for more protection than ever. Each time your card makes a transaction using a chip-reading terminal, these microchips generate a unique one-time code. These encrypted codes help prevent fraud as they are virtually impossible to replicate in counterfeit cards. You simply insert the chip end of your card into the terminal and follow the prompts on the screen, leaving the card in the terminal until you are prompted to remove it.

DO CHIP CARDS ELIMINATE FRAUD?

While chip cards offer more security than magnetic strip cards, there is no guarantee against all forms of fraud. There is a recent Chip card scam trying to take advantage of the many consumers who haven't yet received a chip card.

Scammers are emailing people posing as their card issuer. The scammers claim that in order to issue a new chip card, you need to update your account by confirming some personal information or clicking on a link to continue the process. Do not reply to any email with personal information. These scammers can use it to commit identity theft. Also, if you click on an unknown link, you may unknowingly install malware on your device. Malware programs can cause your device to crash, monitor your online activity, send spam, and steal personal information to commit fraud.

There is no reason your card issuer needs to contact you by email, or by phone, to confirm personal information before sending you a new chip card. **DO NOT RESPOND to emails or phone calls that ask you to provide your card number.**

Our fraud department may contact you by email or text message in order to confirm recent activity on your account but they will never ask for your card number or personal information. Remember to list our Laneco Fraud Department number in your cell phone so you know it is really us contacting you. The number is 1-800-417-4592.

If you have questions, contact your card issuer at the phone number listed on your card.

Do not trust links sent to you in emails. Only provide personal information through a company's website if you type in the web address yourself. You can tell if a web address is secure if you see that the URL begins **https (the "s" stands for secure)**.