

# ASSISTING YOUR MEMBERS TO ACTIVATE THEIR NEW VISA DEBIT CARD

## What they need to do



### 1 SIGN THE BACK OF THE CARD



Sign the back of the card immediately.

### 2 OBTAIN NEW PIN



Text **PIN** followed by date of birth and last four digits of the new card to 51155.



For example, **PIN DDMMYYYY XXXX** or call Card Services on 01 693 3333

### 3 CREATE ONLINE SHOPPING PASSWORD



Text **PASSWORD** followed by date of birth and last four digits of the new card to 51155.

For example, **PASSWORD DDMMYYYY XXXX**.



A message will then be received in WhatsApp or via email with instructions to create a password.



If there are any issues getting the message, contact card services on 01 693 3333

### 4 ACTIVATE NEW CARD



Complete a Chip and PIN transaction at an ATM or in a retailer to activate the card.

### 5 ADD NEW CARD TO APPLE PAY OR GOOGLE WALLET



To add the card, open the Apple Pay or Google Pay App and follow the instructions.

### 6 UPDATE CARD DETAILS FOR ANY PAYMENTS OR SUBSCRIPTIONS



If Mastercard details are set up for payments or subscriptions, the details will need to be updated to the new VISA card details.

### 7 MASTERCARD WILL AUTOMATICALLY CANCEL



The Mastercard debit card will automatically cancel **3 weeks** from the date the new Visa card is received.

### 8 JOINT ACCOUNTS



In the case of Joint Accounts, if one cardholder activates their Visa debit card, both Mastercards are deactivated.

**i** If you don't use WhatsApp and don't have an email address, you can create a password while doing an online transaction.

When prompted for the online password scroll down, find and click on "Create password/ Forgot password".

This will open a window where you can create a password.

**✓** Create a strong memorable password using a minimum of 8 characters and maximum of 16, and containing at least 1 lower case + 1 upper case + 1 number + 1 special character  
(~!@#\$%^&\*()\_+=+[]{};":'<>,/?)



#### NEED HELP?

Contact CU Card Services 24/7



01 693 3333



Available 24/7 365

**VISA**  
Debit