

Frequently Asked Questions about the new China Bank ATM card

A. About EMV

1. What is EMV?

EMV stands for Europay, MasterCard and Visa (through EMVCo.), originating as a joint effort to improve payment safety through better card security and improved standards.

2. How are chip cards different from existing magnetic stripe card technology?

The EMV “chip” is a secure microprocessor built into a card. The chip generates a unique number otherwise known as cryptogram for each sales transaction, making it extremely difficult to use a cloned card fraudulently on a card-present transaction. Magnetic stripe cards use static cardholder data that remains the same for every transaction, which makes them attractive targets for theft, cloning and use in card fraud.

3. What makes EMV transactions secure?

Card authentication, cardholder verification and transaction authorization processes are all enhanced with EMV:

- **Card Authentication:** A unique data for each transaction travels between the card, the POS / ATM device and issuer to ensure authenticity. EMV transactions also create unique transaction data, making captured transaction data incapable of being used to execute additional, new transactions.
- **Cardholder Verification Method (CVM):** This step validates the cardholder as the legitimate owner of the card, using verification parameters set up by the issuer. The issuer of the card determines which of the following four methods will be required for a particular transaction: online PIN, offline PIN, signature or no CVM required. EMV supports each of these four verification methods.
- **Transaction Authorization:** Like today’s magnetic stripe transactions, transaction information is sent to the issuer for approval. What’s different is a transaction-specific cryptogram (code) is also sent to the issuer who then either approves or declines the transaction and sends a unique response cryptogram back to the POS / ATM device for the card to interpret and validate the transaction.

The dynamic exchange of information needed to execute each transaction provides the extra security missing from the static, old technology used in magnetic stripe transactions.

4. How will EMV benefit me as a cardholder?

Security is at the forefront of migrating into the EMV standard. As a cardholder of EMV card, you will enjoy --

- Improved transaction security for card-present transactions whether through ATM or POS Terminals
- Assured adherence to International Standard for card payments with the EMV
- Added layers of protection as the EMV addresses the threat of skimming or counterfeit fraud type

5. Can I use my China Bank EMV ATM card in a Non-EMV-compatible device (ATM or POS)?

Yes. The EMV cards that China Bank will issue to its ATM cardholders will be of hybrid version, that is, the card will have a magnetic stripe at the back and chip on front. As a result, EMV cards can still be accepted at a non-EMV-compatible ATM / POS device.

6. Why are EMV chip cards being promoted as a payment standard in the Philippines?

EMV chip cards are already well-established outside the Philippines, particularly in Europe and even in our neighbouring Asian Countries. Crime migrates to the easiest targets, which right now includes the Philippines and US, to name a few. Upgrading to the EMV standard is anticipated to greatly reduce card present fraud, especially skimming or counterfeit fraud.

7. Will more Philippine Banks move to the EMV standard?

Yes, migrating to the EMV technology is mandatory for all Philippine banks by 2017. The Bangko Sentral ng Pilipinas (BSP) through Circular 808 released in 2013 states – ***“... all concerned BSIs should shift from magnetic stripe technology to EMV chip-enabled cards, POS Terminals and ATMs. The entire payment card network should be migrated to EMV by 01 January 2017.”***

B. China Bank ATM Card with EMV

1. Where can I get the new China Bank EMV ATM Card?

You can get the China Bank ATM Card with EMV when you open an ATM account in any China Bank branch. If you are already an ATM account holder with China Bank TellerCard, you can go to your ATM's branch of account to change your old card to the new EMV card at no cost.

2. May I send my representative to pick up the CBC ATM Card?

No, it is advised that you must personally claim your China Bank ATM Card at the branch.

3. When will the new China Bank EMV ATM Card be available?

Clients who will open an ATM account will now receive the new China Bank EMV ATM card following the regular processing schedule (Item no. 4).

4. When can I get my China Bank EMV ATM card?

- For new applications, card replacements for lost/stolen and damaged cards – processing time will be five (5) to seven (7) days from the time you apply.
- For existing ATM cardholders (except OKS Account) – Please check www.chinabank.ph for the availability of your new cards in your branch of account.
- For Overseas Kababayan Savings (OKS) accountholders, you may visit any China Bank branch and apply for an EMV Card.

5. Should I immediately go to my branch of account to get my EMV replacement card?

No. Please check first if your EMV card is already available in your branch of account by doing any of the following:

1. Visit our website at www.chinabank.ph – We will post in our website the list of branches where the EMV cards are already available.
2. Visit or contact your branch of account.
3. Contact our Customer Contact Center at 88-55-888 (Metro Manila) or 1-800-1888-5888 (Provinces).
4. Email us at online@chinabank.ph
5. Contact us through our Facebook account “[chinabank.ph](https://www.facebook.com/chinabank.ph)” or @“[chinabank.ph](https://twitter.com/chinabank.ph)” on Twitter
6. For Overseas Kababayan Savings (OKS) account holders, you may visit your branch of account or any China Bank branch and apply for an EMV Card.

6. Is there anything I need to do AFTER I get my new China Bank ATM EMV card?

You need to activate your EMV card before you can use it. To activate the EMV card, you need to insert the card in any China Bank ATM and assign a new PIN.

- **If you are a new account holder or you applied for lost card** replacement, your default PIN is found in the ATM PIN mailer which is included in the ATM sales kit that your branch of account will give you. Upon initial access, the ATM will then require you to enter a new PIN. Once you enter your new PIN, the EMV card will be automatically activated and you may use it to perform any ATM or POS transaction.
- **If you are migrating from your old TellerCard to your new ATM EMV Card**, your default PIN is the PIN of your old TellerCard. Upon initial access, the ATM will then require you to enter a new PIN. Once you enter your new PIN, the EMV card will be automatically activated and you may use it to perform any ATM or POS transaction.

As soon as you get your new China Bank ATM card, we encourage you to immediately change your PIN at the ATM of your branch of account so you can use your new EMV card right away.

7. Is the EMV card automatically activated once I get it from my branch of account?

No. You have to activate it by inserting the new card in any China Bank ATM and assign a new PIN.

8. Do I need to surrender to my branch of account my old ATM TellerCard?

No need to surrender your old ATM card.

9. After I get the EMV Card, can I still use my non-EMV ATM Card?

After changing the default PIN of your new EMV card, your non-EMV ATM Card will be automatically deactivated.

10. What will happen if I do not get the EMV Card?

If you do not get an EMV Card on or before the cut-off date, you will no longer be able to use your non-EMV ATM card in any ATM and POS terminal.

11. Is there an expiration date on the EMV card?

The expiration date is printed on the front of your China Bank ATM Card and is valid for 7 years.

12. Do I need to enrol again all accounts linked in the new EMV card?

No. Once your new EMV card is activated, you may access all your accounts through the ATM.

13. What documents do I need to bring in my branch of account to get my EMV replacement card?

You only need to bring one (1) valid ID.

14. Will I still be able to use my OKS ATM Card once I have requested for it to be replaced?

For OKS magnetic striped ATM Cards, the ATM cardholder will no longer be able to use the card as it is already blocked for replacement.

15. Will the TellerPhone accept a 19-digit PBAN?

No, TellerPhone service accepts only 12 to 13 digit card numbers. The BIN 589558 is not included in the 'input'.

16. Will the TPIN in TellerPhone be affected?

Yes, clients will be required to activate and nominate a new TPIN for their new EMV card.

17. Who can I contact for more information about the new China Bank ATM card?

For announcements and for the release schedule of your branch of account, please visit our website www.chinabank.ph or get in touch with your branch of account, or your relationship manager. You may also email us at online@chinabank.ph or call us from 7am to 10pm, 7 days a week:

Customer Contact Center

88-55-888 (Metro Manila)

1-800-1888-5888 or 1800-3888-5888 (Provinces)

(Press "0" to speak to a PhoneBanker)