



Your new Debit Card from Skyline National Bank

As a debit card holder from Great State Bank, you should have received a new Skyline National Bank MasterCard® debit card through the mail prior to our systems conversion weekend (September 7 - 10).

Please activate this card immediately by calling 1-800-992-3808. This card will need to be activated before you use it and – as of September 10th – your old Great State Bank debit card will no longer work. Begin using your new Skyline National Bank MasterCard® debit card on Monday, September 10...where ever you shop and at any ATM!

When you call to activate your new Skyline National Bank debit card, it will prompt you for the last four digits of your social security number. If your account is jointly owned, please enter the last four digits of the **primary account owner's social security number**. When you call to activate your new Skyline National Bank debit card, you will be prompted to answer three security questions, and will then select a 4-digit PIN. This PIN can be the same that you used with your Great State Bank card or you can choose a new PIN to your liking. The phone number to activate your new card is 1-800-992-3808. If you have any trouble activating your card, our Skyline Support team can help you. Just give us a call at 1-866-773-2811.

Your new Skyline National Bank debit card has a completely new card number as well as a new expiration date (in addition, your card is changing from VISA® to MasterCard®). This information will need to be updated for any recurring payments you may have set up using your debit card as the source of payment.

Again, you should have received your new Skyline National Bank debit card just prior to September 7.

If you have not received your new Skyline debit card by mail or if you think you may have thrown it away by accident, don't be alarmed: please contact us at 1-866-773-2811 and we will be happy to assist you. This card will have arrived in a plain, white envelope. The bank name is **not** on the return address for your security and to help prevent theft and the potential for fraud. Again, if you did not receive it, or if you think you may have inadvertently thrown it away, call our Skyline Support team at 1-866-773-2811 and we will be happy to assist you. Our team is here to help you from 8:00 am – 6:00 pm, Monday – Friday and from 8:00 am – 12:30pm on Saturday.

Your new Skyline National Bank debit card offers you the latest technology to protect your purchases – chip cards. The chip card is smarter, has greater acceptance around the world, and best of all offers new defenses against fraud and counterfeiting.

In addition to the traditional magnetic strip located on the back of many cards today, these cards also include a computer chip. And when used at a chip-enabled terminal, the chip and the reader interact with each other, validating the card and securing the transaction with a one-time code.

Your chip card is easy to use. Simply start the payment process by inserting your card. If the terminal is not chip enabled, you'll be prompted to swipe the card. Chip-enabled terminals include a slot for inserting your card. Insert your card, face up, chip end first. Leave your card inserted during the entire transaction, so the chip and the terminal can securely complete the transaction. Just follow the

onscreen instructions and either sign your name or enter your PIN. Once your purchase is completed, remove your card and take your receipt.

For ATM transactions, insert your card into the terminal and follow the instructions on the screen. Depending on the type of ATM, you might be prompted to re-insert your card. These new chip cards do not change how you currently make payments or purchases online or by telephone.

Your Skyline National Bank chip debit card: *Made smarter to protect your purchases!*

To learn more, visit our [Skyline Services Tutorials](#) page for a video demo of this service.