



FAQ's on: DSB Contactless Visa Debit Card

What is a DSB Contactless VISA Debit Card?

It is a debit card issued by Denison State Bank and Visa that allows you to make secure, convenient, and touch-free purchase at any of the 25 million place where VISA is accepted. By using the contactless feature of your card, your transaction will process faster at the checkout line.

Is my contactless card secure?

Yes, when using a DSB contactless debit card, a one-time electronic code is created in place of your card information for better protection.

How and where do I use my contactless card?

Look for the contactless symbol  on the merchant's card terminal. To make a purchase, simply hold or tap the card within 2 inches of the terminal. The terminal may beep or display a green light indicating you can remove your card. Then, follow instruction on the terminal screen.

Will I still need to use my PIN number?

Customers may still be asked to provide a PIN number depending on the merchant's payment terminal settings.

Can I still swipe or insert my contactless card to pay?

Yes. Contactless cards are still equipped with an EMV chip and magnetic strip that can be used when necessary.

What are the benefits of using my contactless debit card?

- Contactless cards provide the same security as EMV cards.
- Transactions happen faster than chip or mag stripe transactions.
- No touching the terminal.

Next page

When will I get my contactless debit card?

You will receive your contactless card in the mail when your current DSB Visa debit card expires as shown on the expiration date on your current card. It will be the same card number and PIN. If you can't wait that long, no problem – you can visit any DSB location and get your contactless card, starting Jan. 3.

What should I do if my contactless card becomes lost or stolen?

If you use DSBconnect digital banking, you can turn your card off immediately by logging in and clicking “Manage Cards” and turning off the lost or stolen card. You may also call us at 1-800-633-2423 during normal business hours or 1-844-202-5333 after business hours. DSB will charge a \$10.00 fee for lost cards, but no fee if card is broken, stolen or fraudulently used by unauthorized user. Visa debit cards offer the same Zero Liability promise that Visa credit cards do, based on proper steps taken by the cardholder.