

# Magnetic Stripe Card Deactivation

## Frequently Asked Questions

**1. Why was I sent a new card?**

In order to provide our clients the latest in card security and help combat fraud, Citi has begun the process to convert Magnetic Stripe cards to Chip and PIN cards. Chip and PIN cards are the next generation of payment card technology. Chip and PIN cards increase card acceptance globally and provide the most secure processing environment for cardholders.

**2. What actions can I take to prevent any service disruptions?**

When you receive your new Chip and PIN card, you should activate it immediately. To activate your card, simply follow the instructions provided on the activation sticker on the front of your card. During the activation process you will be directed to select a 4-digit Personal Identification Number (PIN). After you activate your card **and** select a PIN, be sure to immediately cut up and dispose of your old magnetic stripe card. Your magnetic card will be automatically deactivated when you activate your new Chip card **and** choose your PIN.

**3. Will I get a notification prior to my magnetic stripe card being deactivated?**

If you do not call to activate your new Chip card and choose your PIN, Citi will send notifications via email and voice calls 15, 30 and 60 days prior to the magnetic stripe card being deactivated.

**4. I received my Chip and PIN card sometime between January and May 2015 - when does the 60-day activation term begin?**

If you received your Chip and PIN card between January and May 2015, the 60-day activation period will begin from the day that you receive your first, 60-day notification. These notifications will be sent starting on May 26, 2015.

**5. When will my magnetic stripe card be deactivated?**

Your magnetic stripe card will automatically be deactivated upon activation of your new Chip card and PIN selection or approximately 60 days after you receive your new Chip and PIN card. Should you forget to activate your card **and** select a PIN during this time frame, you may receive email and/or voice call reminders from Citi beginning approximately 60 days after you receive your new card.

**6. What if I didn't receive my new Chip card or if I lost it?**

If you did not receive your new Chip and PIN card or have lost it, you will need to call Citi Customer Service to request a new card. You can do so by calling the number on the back of your existing Citi Commercial Card.

**7. What if I lost my  
Chip and PIN card and  
received a new  
Chip and PIN card?**

If you lost your new Chip and PIN card and received a replacement card, you will have approximately 60 days from when you received your new card to activate the card and select a PIN.

**8. I'm away on travel and  
my magnetic stripe card  
has been deactivated.  
What do I do?**

If you are traveling at the time that your magnetic stripe gets automatically deactivated, you will need to call Citi Customer Service by calling the number on the back of your card and a Customer Service representative will be able to assist you in getting a new card.