General
Q What is the difference between chip and magnetic stripe card?
A Chip cards are cards with an embedded microchip on the face of the card. Chip cards would still have a magnetic stripe at the back of the card. The operation of chip cards is similar to that of magnetic stripe cards. Cardholders only need to sign on the sales slips to confirm the transactions as usual.

Q Why do we move to chip?
A Chip cards are more secure in terms of storing and processing information and will protect you from getting your card copied to make counterfeit cards.

Usage
Q What if a merchant asks for PIN verification during a purchase?
A Cardholders are NEVER required to disclose the PIN for verification during a purchase. Cardholders only need to sign off the transactions as usual.

Q Some merchants swiped my chip credit card in a terminal, while others inserted the card into a terminal, why did they handle my chip card differently?
A Not all merchants use the same terminals. Some merchants have already installed chip terminals and will therefore insert the card into the terminal. Some merchants may have not moved to the new terminals yet so they would process your card in the conventional way, i.e. swiping the magnetic stripe.

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Q My magnetic stripe credit card has ATM and PPS functions, are the functions still supported on the chip?
A Yes, you can continue to use these functions with your chip card and your existing PIN will also remain the same. You can also use your chip card for mail, phone or internet orders in the same way as using magnetic stripe card.

Q How do I avoid damage to the chip card? What should I do if the chip is damaged?
A Please do not detach the chip from the card, and avoid putting it together with keys or coins which may scratch the card. If the chip is damaged, please contact us to arrange for a replacement card.