

FVSB Check Card FAQs

Question: What are the benefits of having a Fox Valley Savings Bank Check Card?

Answer:

- Your Check Card can be used in place of a check to make purchases
- Check Cards can be used to withdraw cash from an ATM
- You can use it anywhere MasterCard is accepted
- Payment is deducted from your checking account
- Your card can even be used to order items by phone and online
- Easier than writing a check
- Saves money because you don't need to order as many paper checks
- Safer than carrying cash
- Plastic is convenient to carry and fits anywhere

Question: How to get your FREE Fox Valley Savings Bank Check Card?

Answer:

- 1) You need to have a Fox Valley Savings Bank checking or savings account
- 2) Complete our easy Check Card Application
- 3) Once approved, you will receive your Fox Valley Savings Bank Check Card and if you choose a computer selected PIN (Personal Identification Number). They will come in separate mailings for security purposes. If you choose your own PIN, you will not receive a mailing with your PIN.

Important information to remember about your Fox Valley Savings Bank Check Card.

- A PIN (Personal Identification Number) is only required at an ATM to withdraw cash.
- When using your check card to make purchases choose "credit" to sign the receipt. Do not say "debit" that requires a PIN. This is a security measure for your protection.
- Keep all of your receipts and record them in your check register.

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Question: What if my check card is lost or stolen?

If your check card is lost or stolen, you must call 1-800-264-5578 to report it. You also need to call FVSB at 1-800-242-7880 to request a new card. A new card number and new PIN will be mailed to your home within 2-3 weeks.

Question: What if I forget my PIN?

If you forgot your PIN contact us. A PIN reminder will be sent to your home in approximately 2 weeks.