



For Current Cardholders

New ATM/Debit Cards for all Oregon Pacific Bank Clients

- All Oregon Pacific Bank clients who possess an ATM or Debit Card prior to our May 8th service upgrade will be issued new cards from our new system provider.
- ****Clients who are Credit Card holders will not be issued new cards as our Credit Card provider will remain the same.***

Why Will I be Receiving a New Card?

- As Oregon Pacific Bank is transitioning to a new provider for banking services, we are required to re-issue your cards under the new provider.
- ****This means you will be issued a brand new card with a new card number. Please remember to contact any merchants or vendors that have your card number saved for automatic payments and update them with your new number on or after May 8th, 2017.***
- Some of the new and exciting changes that are coming with our upgrade of banking services will include the option for greater flexibility and security with your ATM/Debit Card, including:
 - Options within Online and Mobile Banking to block your card when it is not in use, or in the event of a lost or stolen card
 - The ability to enable card alerts based on the specific parameters you set
 - The ability to view your card status, expiration date, last ATM usage, and Point of Sale transactions

Timeline for New Cards

- Clients can expect to receive their new cards about 2 weeks before our May 8th service upgrade date.
- Cards are estimated to be ordered on April 24th, and cards will begin to arrive within 5 business days.

When Can I use my New Card?

- **You will not be able to use your card until the afternoon of May 8th, 2017.**
- Our new service provider will be updating our ATMs to accept your new card the morning of May 8th.
- When you receive your card in the mail, it will include a sticker with activation instructions on it.
- **Your PIN will be mailed to you separately for security purposes.**
 - You will be able to customize your PIN after initially calling the 1-888 number to activate the card. You will need to have the original PIN you receive in the mail in order to select your own PIN.

FOR YOUR PROTECTION

This card is inactive. Upon receiving your PIN number, you may activate this ATM/Debit card and change your PIN by calling toll free **1-888-227-3096**. You may also activate at any ATM machine or by using your PIN number at a Point of Sale device.

(Sample of sticker that will be on your newly issued ATM/Debit Card)

****Please remember that you will not be able to use your new ATM/Debit Card until May 8th, so keep your current card and do not dispose of it until after you can confirm your new card has been activated!***