



ATTENTION RAPID CARD USERS:

RAPID WILL BE SENDING YOU A NEW CHIP-ENABLED CARD WITHIN THE NEXT MONTH.

YOU SHOULD BE RECEIVING A NOTICE FROM RAPID PRIOR TO RECEIVING YOUR CARD IN THE MAIL.

IF YOUR ADDRESS IS NOT CURRENT, YOU WILL NEED TO UPDATE IT WITH RAPID AS SOON AS POSSIBLE

SO THAT YOUR CARD IS SENT TO THE CORRECT ADDRESS, GO TO: <https://www.rapidpaycard.com/>

Cardholder Benefits:

- **Enhanced Security:** Our cardholders' financial well-being is our top priority. These new cards will add an extra shield against unauthorized transactions, giving our cardholders a greater peace of mind.
- **Easy & Fast Transactions:** With Contactless technology, transactions will be a breeze - just tap and go. It will be a simple, secure, and speedy way to make purchases.
- **Global Acceptance:** Chip-enabled cards are widely accepted, ensuring a smooth payment experience wherever life takes our cardholders.

FAQs	Answer
What is an EMV & Contactless card?	The embedded chip generates a unique code for each transaction, making it much harder for fraudsters to compromise card information. Contactless cards will allow cardholders to make secure payments with just a quick tap.
Will the active Instant Issue card be inactivated when the chip-enabled card is created?	No. The active Instant Issue card will not be inactivated until the chip-enabled card is activated.
What happens if the chip-enabled personalized card is not received?	The cardholder should verify/update the mailing address on file with rapid! and request a new personalized card be sent. Cardholders can update their address on the rapid!PAY mobile app, online at rapidfs.com or by calling the number on the back of their card.
How can an employee get a chip-enabled card if they have not received a deposit in the last 30 days?	Once the bulk upgrade is completed, any additional cardholders that did not receive a chip-enabled card can request a card through customer service or the mobile app/website.

