



FIRST ENTERTAINMENT BUSINESS VISA® DEBIT CARD FAQs

When will I receive my new First Entertainment Credit Union Business Visa® Debit Card?

You can expect to receive your replacement card when your current debit card expires, is lost, damaged, or stolen.

Will the new debit card cost me anything?

No, there is no cost associated with this change.

Is my card number changing?

Yes, your new card comes with a new card number, expiration date and three-digit security code. To avoid service interruption, please update online shopping merchants and bill pay accounts that have your account on file.

Can I use the same PIN?

No, when you activate your new First Entertainment Debit Card, you will be prompted to create a new PIN or you can select your existing PIN.

Can I still use my existing First Entertainment Debit Card?

No. Please start using your new Business Debit Card upon activation. Unless it is reported lost or stolen, your existing Visa Debit Card will be deactivated when you activate your new card. Any outstanding transactions previously made on the old card will still post to your account.

What does this mean for you?

- If you use your debit card as a saved or recurring payment option, you will need to update your accounts with the new debit card number immediately upon activation to avoid any billing or service problems.
- For ATM and POS transactions, you will be prompted to choose a new PIN when you call to activate your card.

What should I do with my existing debit card?

Stop using your existing debit card as soon as you receive and activate your new First Entertainment Business Debit Card. Please destroy your old debit card.

Where can I use my Business Debit Card?

Your First Entertainment Business Debit Card can be used anywhere Visa is accepted along with the nearly 30,000 surcharge-free ATMs within the CO-OP Network and Point-of-Sale Terminals displaying the STAR logo. Head to our [ATMs & Branches](#) page to find your closest location.

Can a First Entertainment Debit Card be used worldwide?

Yes, however, debit card, credit card, and ATM transactions may be blocked in certain countries as designated by the U.S. Office of Foreign Assets Control (OFAC). Please visit [treasury.gov](https://www.treasury.gov) for additional information.

Will it work with Digital Wallets?

Yes, Apple Pay®, Google Pay™, and Samsung Pay™. To learn more, check out our [Digital Wallets](#) page.

Will I get more than one card?

Yes, if you have more than one card today, you will receive a replacement for each card.

How long will it take to receive my new card once ordered?

It takes approximately five (5) to seven (7) business days.

Will there be an instant issue version available to be printed in the branches?

Instant issue cards are available for members, although with a slightly different design (the card backing is white) by appointment. To schedule a time that most convenient for you, please visit our [Make an Appointment](#) page.

We are here for you.

For questions regarding your new Business Debit Card, or for general inquiries, our representatives are available to assist you during normal business hours via [Secure Message](#), through **Chat** (the blue message bubble located in the bottom right of the screen), or by phone at **888.800.3328**.

¹Surcharge-free transactions are available for debit and ATM card holders of participating credit unions

²Transactions may be blocked in certain countries as designated by the U.S. Office of Foreign Assets Control (OFAC). Please visit [treasury.gov](https://www.treasury.gov) for additional information.

³ If you have more than one debit card connected to your account, each card will be replaced upon expiration, loss, theft, or damage.

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