

1) **Why are EMV cards more secure than mag-stripe cards?**

An EMV card, also referred to as a chip card or a smart card, is a global payment standard featuring a secure, embedded integrated circuit chip (ICC) that has the ability to read and write information and validate authenticity. The chip stores encrypted data that is more secure than mag-stripe data.

2) **How do EMV cards make payments secure?**

EMV technology is designed to improve security for in person transactions by providing features that reduce fraud resulting from counterfeit and lost/stolen cards. These features include: authentication of the chip cards, risk management parameters, cardholder verification methods, and a secure digital signature sent with each transaction.

3) **How will I be affected by the fraud liability shift that occurs October 1, 2015?**

Card issuers currently bear most of the burden for fraud losses on in-person counterfeit card transactions. Effective October 1, 2015, the responsibility for some fraudulent transactions shifts to the "least-secure" party (the issuer or merchant) who is not EMV ready. ***If you do not have an EMV-enabled terminal and you process a counterfeit card transaction in-person, you may be responsible for the fraud loss.***

4) **How do I upgrade my terminal to EMV?**

If your terminal is not EMV compliant, we will contact you directly regarding the EMV devices that F&M Merchant Services offers: Ingenico iCT220 and Ingenico iCT250.

5) **I already have an EMV Terminal, do I need to do anything else?**

If you do have an EMV Terminal, we will contact you directly regarding the updated EMV devices that F&M Merchant Services offers.

6) **Is there any charge to update my terminals?**

F&M Bank will provide the EMV terminals at cost and with a 1-year warranty.

7) **What are the risks if I wait to upgrade my terminal?**

After October 1, 2015, you could be faced with a financial loss for certain fraudulent card transactions that result from accepting a counterfeit or lost/stolen card transaction in-person. The extent of that risk varies and depends on numerous factors.

8) **Will I still be able to accept card payments if I don't update my terminal right away?**

Most EMV cards contain a mag-stripe on the back, which will work on any payment-acceptance device. In some cases, you may need to key-enter account data, which could result in a more expensive transaction. We encourage you to upgrade to an EMV terminal to protect your customers' card data and avoid the liability shift.

9) **Will EMV support external pin pads?**

Yes, the pin pad feature is integrated in the EMV terminals.

10) **I currently accept gift card for my business. Will I be able to continue to accept them?**

This additional service feature is not available at this time.

11) **Will I be protected against a data breach?**

No, EMV helps prevent counterfeit card fraud for transactions when the card is present. EMV does not protect against a data breach which requires encryption and tokenization.

12) **Who do I contact for more information?**

Please contact Merchant Services at (562) 344-2348 or Merchant.Services@fmb.com, Monday–Friday, 8 am–5 pm PST. Please do not email sensitive and confidential information, i.e. Social Security and account numbers.

13) **Where can I find more information on EMV?**

[Click here](#) to find out more about EMV and our solutions for your business.