

Frequently Asked Questions:

**What is Design Your Own Debit Card?**

Design your own Debit Card allows you to create a personalized debit card celebrating family, vacation, or any moment that you treasure. Upload a personal custom image or choose an image from our gallery including our HIGH SCHOOL design cards, or our Identity Photo cards.

**What if I already have a Chessie FCU debit card?**

Simply upload your photo or choose one of the gallery designs. Your card order will be placed by our card department and once it has been approved, your card will be on its way in 8-10 business days.

**What if I do not have a Chessie FCU debit card?**

You need to apply for a debit card before you design your personal card. You can click on the link or phone us and we will send you a debit card application or you may pick one up in any branch location.

**What if I pay a recurring bill using my debit card?**

When your new card arrives, contact the vendor who initiates the bill payment and switch the transaction to your new card number. All newly ordered debit cards come with a new card number as well as three digit security code and pin. You may change your pin when you receive the pin mailer.

**What if my joint owner wants a different card design?**

Each card on an account has a unique card number and can have a unique card design.

**What is the cost?**

Photo cards and Identity Photo cards have an initial \$5.00 cost. Renewal or replacement cards with the same design have no fee. Rewards are also offered on these cards.

High School design cards have no fee but are not eligible for Rewards.

**What types of images are accepted?**

Please see the image guidelines in the terms and conditions.

**Have additional questions about creating a card?**

**Please contact us at 1-800-437-1057.**