

## Frequently Asked Questions

- **I don't have a Signature FCU Visa® card (or even an account for that matter). Can I design my card and apply online at the same time?**
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Yes, you can! Simply choose the appropriate Card option, submit your card design and enter 6 zero's for the last six digits of your card number and enter the last 4 digits of your social security number. A Signature FCU Representative will contact you for additional information to get your card and/or account set up.

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- **How long will it take to receive my new card?**
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Once the new card design and/or services are approved, the typical delivery time is 7-10 business days.

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- **What happens if my card design is rejected?**
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You will receive an email, explaining why your image was rejected and that it is necessary for you to submit another card design.

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- **How often can I change my personalized card design?**
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You can change your card image as often as you like. Just remember that production charges may apply.

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- **Can I have one design for my Debit Card and another for my Credit Card?**
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Of course! You can have a different card design for each of the card types that you have. Please note the production charge for each card.

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- **Can the joint owner of my account have a different card design?**
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Yes. The joint owner or authorized user of an account may have a different design for the same card type. Please note the production charge for each card.

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- **How secure is the design website?**
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Our site is secured with 2,048-bit encryption and meets GlobalSign (the security certificate authority) Extended Verification process.

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