



FAQs about your new card

What is a contactless card and what are the benefits?

A Contactless card payment utilizes a Radio Frequency (RF) technology, allowing cardholders to “wave” their Contactless card over a Contactless-enabled point-of-sale (POS) terminal. The embedded antenna transmits the payment info to the Contactless-enabled terminal using a one-time use code with each transaction. These new features allow for a secure, fast, and easy transaction process.

How do I make a Contactless card transaction?

Verify that there is a Contactless symbol on the transaction terminal.
Tap or hold your Mazuma Visa card within 3 inches or so to a transaction terminal.

How secure are Contactless cards?

Every Contactless card payment transaction includes a one-time-use, dynamic data for every transaction. This same data cannot be used for other transactions. In addition, each Contactless device must have its own unique secret key and this key is never transmitted.

How do I use my card if a store’s terminal does not have the Contactless symbol/feature?

Your new card also includes an embedded microchip and magnetic stripe so that if you find your favorite stores have not updated their transaction terminals, you can use your new card in the same way you had previously used your card.

Will I still have to sign or enter a PIN for my card transaction?

Yes, depending on the merchant you could still be required to provide your signature or enter a PIN to authorize a transaction.

Where is my PIN

No more waiting on a separate mailer! Your PIN is up to you!
From your home number call 1-866-985-2273 anytime day or night.

Here’s all you need to know to tap to pay



LOOK

Check for the Contactless Symbol on the store’s checkout terminal.



TAP

When prompted, bring your card, mobile, or wearable device within a few inches of the Contactless Symbol on the checkout terminal.



GO

Your payment is securely processed in seconds. Once your payment is confirmed you’re good to go!