

CUSTOM PICTURE CARDS

Frequently Asked Questions:

Q: What is a Diamond Credit Union Custom Picture Debit Card?

A: It is a debit card that is attached to a checking account and has an image that is selected by you.

Q: Where can I use a Diamond Credit Union Custom Picture Debit Card?

A: This debit card can be used anywhere a traditional debit card may be used, at any merchant that accepts Visa debit cards.

Q: How long does it take to receive the card?

A: Production of your approved customized Picture Card may take up to 7 business days from the time the photograph is submitted. Once produced, it will be mailed to the address we have on file. A computer-generated PIN will be mailed to you separately for your protection.

Q: How can I pick my own personalized PIN?

A: You can change your PIN in any of the following ways:

- Change it at a Diamond ATM if you know your current pin.
- At your nearest Diamond branch using our PIN keypad.
- Over the phone with a reference number on the PIN mailer. Call the number on the PIN mailer or contact Diamond for instructions.

Q: How will I know when my Custom Picture Debit Card is completed?

A: We will send an email confirmation that the image has been received and another email communication when the card is mailed.

Q: Do I need to be a member to get a Custom Picture Debit Card?

A: Yes, you need to be a current member of Diamond Credit Union. If you are not a member and wish to join, please contact Diamond at 800-593-1000 opt 8.

Q: Do I need to have a current share draft (checking) account and debit card to get a Custom Picture Debit Card?

A: Yes, both an existing share draft (checking) account and debit card are required to receive a Custom Picture Debit Card. If you do not have both, please contact Diamond at 800-593-1000.

Q: Is there a fee for requesting a Custom Picture Debit Card?

A: No. There are no production fees for Custom Picture Debit cards.

Q: Are there any restrictions on the image that can be uploaded?

A: Visa does have regulations governing the images placed on a card. Such examples of restricted images would include, but are not limited to:

- Professional photographs, photographs including artwork or a photograph including other individuals, unless you have written permission from the creator of the professional photograph, the creator of the artwork in a photograph, and all individuals in a photograph to use the photograph.
- Photographs of celebrities, athletes, musicians or public figures.
- Photographs containing provocative, offensive, racial or political material.
- Photographs with trademarked material, advertising, promotional materials, website addresses or competitive marking.

Q: What type of file can be uploaded?

A: Files need to be in a .jpeg format and should not contain any spaces or special characters on the file name.

Q: Where can I find the picture files on my computer?

A: Picture files are typically found under the "My Documents" folder, then under the "My Pictures" folder. However, this may have changed when the pictures were uploaded from a camera. Please consult with the documentation that came with your camera and computer.

Q: Will I be able to keep the same card number as my existing debit card?

A: No, your Custom Picture Debit Card will have a new card number.

Q: Which fields are required to be completed on the order screen?

A: All fields are required to be completed.