

Frequently asked questions

Cardholders may have questions about contactless payments. These answers will help you address cardholder concerns and help you provide them with a positive, seamless experience.

The basics: Contactless Payments

What are contactless payments?

Contactless payments use short-range wireless technology to securely complete payments between a contactless-enabled card or payment-enabled device and a contactless-enabled checkout terminal. A contactless card is an EMV chip card with an antenna embedded for proximity payments. When cardholders tap their contactless card at a contactless-enabled checkout terminal (near the Contactless Symbol), their payment is sent for authorization.

What are the benefits of contactless payments?

Contactless payments are easy. They are also fast and convenient to use in places where customers need to pay on the go. Just like transactions made with a chip card, each contactless card transaction is accompanied by a one-time code that protects the payment information. This makes contactless payments very secure.

Unlike cash, contactless payments let cardholders keep better records of their purchases. They can still do everything they would do with another Visa card, including adding a tip, getting cash back (if available), and more.

Where can cardholders pay with a contactless-enabled card or payment-enabled device?

They can tap to pay wherever they see the Contactless Symbol at checkout. Millions of merchants around the world accept contactless payments, including fast food restaurants, grocery stores, pharmacies, and more.

Can cardholders use their contactless Visa card even if they do not see the Contactless Symbol?

Yes. Contactless payments are accepted at a contactless-enabled checkout terminal displaying the Contactless Symbol. If they do not see the Contactless Symbol, they can still use their contactless card at an EMV checkout terminal by inserting their card, or at a magnetic stripe terminal by swiping their card.

Can cardholders use their contactless Visa card outside Latin America?

Yes. They can use their contactless Visa card where Visa is accepted by tapping it at a contactless-enabled checkout terminal where they see the Contactless Symbol, inserting the card into an EMV chip terminal, or swiping it in a magnetic stripe terminal. In fact, many countries have already adopted contactless payments.

What are the charges and fees?

Visa **Classic Debit Card** Fees

Annual Fee	\$20.00
ATM Fees – 1 st National Bank/ Jannou Credit Union ATMs	Free
ATM Fees – At ATMs of other banks (local and overseas)	\$5.00 below \$300.00, 2% over \$300.00
Point Of Sale Merchants - Local	Free
Point Of Sale Merchants/Online - Regional and International	2% of transaction amount
Replacement Card	\$25.00
Stolen Card (with a Police Report)	Free
Point Of Sale or ATM Decline Insufficient Funds	\$2.50
Emergency Rush Card	\$25.00

What are the requirements for applying?

Ensure that your information is updated at Jannou Credit Union and you are signed up for our online services. To update your information you simply fill out the amendment form accompanied by 2 forms of ID and address confirmation, eg. utility bill.

Once that is done members can complete the Visa Debit Card Application.

How long will it take to receive my Visa Debit Card?

Members receive the Visa Debit card 10 working days after successfully applying.

What are the limits for daily transaction for the Visa Debit Card?

ATM \$1500.00XCD
Point Of Sale \$6750.00XCD

How often can the Visa Debit Card be used daily?

ATM 5 Transactions
POS 9 Transactions

Members are allowed 3 unsuccessful attempts before the card is captured by the ATM.