



Mastercard FAQs

- **Why am I getting a Mastercard, I didn't order this/I didn't ask for this?**
 - Farmers National Bank is issuing new Mastercard debit cards to all its cardholders in order to provide a safe, easy and convenient payment method at merchants throughout the United States and world. Your new Mastercard debit card is accepted almost anywhere Mastercard credit cards are accepted. Your new Mastercard is contactless, meaning you can use it without having to insert it in a card reader at "paywave"/"tap and pay" equipped merchants.
- **How long do I have with my old card before I have to use my new MasterCard?**
 - Existing debit cards, both Visa and Mastercards will all be deactivated in the very near future (but not before replacement cards have been mailed), so please activate and begin using your new Mastercard now.
- **Why did I get a different card number (Emlenton)?**
 - In order to issue new debit cards with the most up to date features to all existing cardholders, new card numbers had to be issued.
- **What if I don't want to use the new Mastercard debit card?**
 - Your new Mastercard debit card provides an easy and convenient way to pay for goods and services, but if you don't wish to use it, please destroy your card and contact our Customer Support Center to have the card deactivated.
- **Why is Mastercard preferred over Visa?**
 - Mastercard offers the same convenient, easy payment functions available through Visa and is highly accepted around the country and around the world.
- **Are there differences on international fees?**
 - Mastercard charges 1% which is the same fee that Visa charges.



- **Can I use my MC on ApplePay, Cashapp, Venmo, etc.?**
 - Not yet, but we're working hard to get these new cards available for use in the three primary digital wallets: ApplePay, GooglePay & Samsung pay. They can be added to P2P apps such as Venmo, ApplePay, Zelle, Paypal, CashApp.

- **Will the MCs be available for instant issue?**
 - Yes, we're currently working to upgrade our Instant Issue system to provide contactless Mastercards.

- **Will I need to update my debit card number on all my auto debits and apps?**
 - Yes, you will need to update to your new Mastercard debit card number.

- **Will the Mastercard debit cards connect to Card Manager App?**
 - Yes, you can add your new Mastercard to Farmers Card Manager and enjoy all the features available in the app.

- **Does this change anything on the account? Do I have to do anything differently?**
 - No, this does not impact your checking account.

- **Can I use my same PIN number I had with my Visa?**
 - When you activate your new Mastercard, you'll be able to select any 4 digit PIN you wish, including the PIN from your previous card.

If you have any questions, please reach out to our Customer Support Center: 1-888-988-3276