



## Frequently Asked Questions

### **Who's eligible for a TBK Bank, SSB Image Card?**

Those who have a TBK Bank, SSB account with a Personal Mastercard® Debit Card. The primary account owner and any authorized users on the account can customize their card.

### **What if I have an existing TBK Bank, SSB Debit Card?**

In order to receive your new Image Card, you will need to submit your order with your desired photograph online first. Once approved, you will receive the new Image Card in the mail. The card number and PIN will remain the same; however, the expiration will change. To ensure uninterrupted services, be sure to provide any authorized merchants who automatically charge your account with your updated card information.

### **What will happen to my existing TBK Bank, SSB Debit Card?**

When you receive your new image card, destroy the existing card. Otherwise, transactions conducted with the existing card may be declined.

### **How often can I change my design to a customized TBK Bank, SSB Image Card?**

You can change the existing card for either primary account owner or authorized user as often as you like.

### **What images are not acceptable?**

Please see our [Image Guidelines](#) for our criteria for acceptable photo submissions. TBK Bank, SSB reserves the right to reject any image we believe violates our Image Guidelines. If an image is rejected, you will be notified by e-mail within two business days. You may submit a new image anytime following your rejection.

### **How much does it cost?**

A fee of \$10.00 will be deducted from your checking account linked to your Debit Card each time you create a new card.

### **What happens when my card expires?**

Upon expiration of your card, a new card will be sent with the same image as your most recent card.

**How will I receive my personalized Image card?**

Your card will be mailed to you via the US Postal Service.

**How long will it take to receive my card?**

After your request has been submitted and approved by TBK Bank, SSB you can expect your card to be mailed within 7-10 days.

**What if I pay a recurring bill using my debit card?**

When your new card arrives, contact the vendor who initiates the bill payment and switch the transaction over. All new Image Cards come with a new expiration date.