

Instant Card Issuance Best Practices

Procedures to Follow for Instant Issue Debit Card Program

If the credit union already participates or is thinking of offering Instant Issuance of cards in house in the future, you may want to read the below. Also, confirm with the Card Associations that you are following their requirements as well. Below is a list of Best Practices in setting up and handling an Instant Issue Card Program.

With respect to the hardware:

- The machine, itself, should be in a secure location in your branch office and locked down.
- Surveillance cameras should provide clear images of the machine, the area around it and person operating it.
- The security when using the machine should mirror that of working in a vault (i.e., joint dual control).

With respect to the blank cards (inventory):

- The blank cards should be handled in the same manner as currency; i.e., joint dual control. You will want to follow your cash controls for blank plastic.
- Storage of the cards should be in a locked secured container in the vault requiring two employees to access. When accessed, both employees should sign a log.
- Exercise joint dual control when placing cards into the machine or taking them out of the machine at the end of the day.
- The card inventory should be reconciled daily.
- No one person should be authorized to approve, create and distribute a card (i.e., you may consider a segregation of duties for the issuance of these cards).

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In addition:

- The member should create their own Personal Identification Number (PIN).
- Another acceptable option would be system-generated PINs securely mailed to the member.
- All data transmitted between the credit union and any third-party provider must be encrypted.
- Create a comprehensive written policy along with detailed procedures for staff to adhere to over instant issue cards.
- Instant Issue plastic has the same risk exposure as cash risk.
- Strongly recommend you incorporate your cash control handling procedures to add Instant Issue plastic.

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