



Protecting Your Debit Card and Personal Identification Number (PIN)

TIPS TO PROTECT YOUR DEBIT CARD AND PIN

Your debit card and personal identification number (PIN) are the keys to accessing your account at an Automated Banking Machine (ABM) or a Point of Sale (POS) terminal. It is important to keep your debit card in a safe place and to make sure that other people do not know your PIN. To protect your debit card and your PIN:

- Use a hard-to-guess number to make up your PIN. Do not use your name, telephone number, date of birth, address or social insurance number.
- Change your PIN often.
- Don't lend your debit card and PIN to anyone.
- Don't let your debit card out of your sight when you are using it.
- Memorize your Personal Identification Number (PIN) and never write it down or give it out to anyone, even family members as this may make you liable for any fraudulent use.
- Do hide the keypad with your hand or body when you are keying in your PIN at an ABM or at a store.
- Do take your debit card and transaction receipt with you when you have completed your transaction. Always check your personal bank account balance and transaction receipts to make sure they are accurate.
- Do ask your financial institution how much money you can withdraw from your account in one day at an ABM or at a POS machine. This amount is called your "daily withdrawal limit." If you think your limit is too high, ask your bank to lower it.
- Do tell your financial institution immediately if your debit card is lost or stolen or if you think someone has discovered your PIN.
- Do tell your financial institution if the ABM damages your card or does not give it back to you. You will only be reimbursed for losses that take place if you have reported that your debit card is missing.

Protection When Using Your Debit Card and PIN

Your financial institution may abide by the Canadian Code of Practice for Consumer Debit Card Services that protects you when you use your debit card. The Code states that you will not be held liable for losses that result from 'circumstances beyond your control'. This includes technical problems (for example, an ABM giving out the wrong amount of cash but still deducting the amount requested from the account) and situations where the unauthorized use of your debit card has occurred. If a card is lost or stolen, and purchases are made afterwards, you will not be held liable if:

- you reported the card as lost or stolen within a reasonable amount of time;
- the card has expired or had previously been cancelled; or
- you have reported that someone else — beyond your control — may have known the PIN.

However, the Code does not cover situations where you have contributed to, or encouraged, unauthorized use of the card such as:

- voluntarily disclosing the PIN to someone else or;
- keeping a written record of that number 'close to' the card. (This includes writing the PIN on the back of the card.);
- failing to report your card as being lost or stolen within a reasonable amount of time;
- refusing to cooperate in any investigation of unauthorized use;
- making fraudulent deposits with your card.

Where to go for more information

The Financial Consumer Agency of Canada (FCAC) provides timely, objective information to help consumers choose the best banking products and services for their needs. FCAC also informs Canadians of their rights and responsibilities when dealing with financial institutions and makes sure that banks and federally regulated trust, loan and insurance companies respect the laws and agreements that protect consumers.

For more information on the Canadian Code of Practice for Consumer Debit Card Services contact us by phone through our toll-free Consumer Contact Centre at 1-866-461-3222 (our TTY number is 613-947-7771 or, toll-free, 1-866-914-6097) or visit our Web site at **www.fcac.gc.ca**.