

MyChoice Debit Card FAQ

? What is MyChoice Debit Card?

MyChoice Debit Card lets you customize how your TruWest Debit Card looks by using almost any digital picture* to create a one-of-a-kind debit card. Show off your family, friends, pets or your favorite vacation. Your MyChoice Debit Card works the same as a regular TruWest Debit Card and reflects your unique personality.

? Can I go to a branch to order a MyChoice Debit Card?

You can visit one of our branches to view a demonstration of the card customization process; however, because you will need to upload the photo of your choice and arrange it to fit your card, you will need to visit truwest.org/mychoice from your computer to create your own MyChoice Debit Card.

? What if I don't have a TruWest Debit Card?

If you don't already have a TruWest Debit Card, you can sign up for one quickly and easily by visiting any branch, calling **1.800.528.1441** or logging into your Online Banking account and completing an Additional Deposits Application, which is found under the Online Request Forms tab.

? How much does a MyChoice Debit Card cost?

Your first MyChoice Debit Card and all renewals are completely **free!** If you wish to change the image on your card, or you have lost or damaged your card, the cost is only \$5 per card.

? How do I create a MyChoice Debit Card?

With the MyChoice Debit Card creation tool, customizing your own debit card is simple and fun! Just visit truwest.org/mychoice, upload your favorite digital picture, customize the image on your card by moving, rotating and resizing it, preview your card and submit. Your image will be reviewed for compliance in accordance with the [Terms and Conditions](#), and once it's approved, you will receive your card in the mail within 7 – 10 business days. If for some reason your card image is denied after being reviewed, you will receive an email notification.

? What file format do I use for my digital image?

Please use a high quality image – the better your image, the better your card will look. Picture files can be in JPEG (.jpg), PNG, GIF, Bitmap (bmp) or TIFF formats. Your image must also be at least 840x840 pixels and no larger than 10MB in size.

? How long will it take to receive my card?

Once your card order is approved, it will be mailed to you within 7 – 10 business days. If you have a regular TruWest Debit Card, it will continue to work until you activate your new MyChoice Debit Card.

? What should I do with my existing TruWest Debit Card once I receive my MyChoice card?

Once you activate your MyChoice Debit Card, you should destroy your old card immediately.

? Can I change the picture on my card?

Of course! With the MyChoice Debit Card you have the ability to change the image on your card any time you want. There are no special forms to fill out; just visit truwest.org/mychoice and complete the process as if you were uploading an image for the first time. It's that easy! Just remember, there is a small cost of \$5 each time you change your image, but at that low price, you can change the photo as often as you like!