

## Customized Debit Card Specifications

Please use the following guidelines when selecting a personal image.

All images submitted must have the consent of the owner of the image. Your digital photo needs to be in .jpg, PNG, GIF, TIFF or .bmp format. The image must be at least 840x840 pixels and at least 50KB (kilobytes) in size, not to exceed 10MB (megabytes). You will be able to customize the look of your card by enlarging, flipping, or rotating the image once it is uploaded.

### Custom images should not contain:

- Copyrighted images
- Political statements
- Brand names or branded products
- Celebrities
- Provocative or lewd content
- Profanity, obscenities or nudity
- Violence, firearms, weapons or ammunition
- Alcohol or tobacco



(Note: This list is not exclusive and Mechanics Bank retains the right to decide image suitability.)

## Customized Debit Card FAQ's:

1. **How do I switch from a Standard Debit Card, to a Custom Debit Card?**  
To receive a new Custom Card, click [here](#) and follow the prompts. (Note: *By clicking on this link you will be opening a new browser window that is not Mechanics Bank's website.*) When your new Custom Debit Card arrives in the mail, it will have a new card number and three-digit security code. Your new card will also have a new PIN associated with it.
2. **What is the cost?**  
Get a new personalized card to replace your existing Mechanics Bank debit card for \$20. The fee is automatically deducted from your account.
3. **What happens to my old Debit Card?**  
Your old Debit Card will remain active unless you close it. You can continue to use the old Debit Card for as long as you wish or you can contact us to close once you receive your new custom card.
4. **Can I keep my existing Debit Card number?**  
We are not currently able to add custom images to existing debit cards without issuing a new card number. In order to receive a custom card, a new number and PIN will be issued, but you may leave your existing card open until you are able to switch payments to your new Custom Debit Card.
5. **Can I order a Custom Debit Card for my business account?**  
Anyone eligible for a standard Mechanics Bank Debit Card is also eligible for a Custom Debit Card. Contact us if you have any questions about your eligibility. Please remember that all copyrighted images are ineligible, including copyrighted company logos.
6. **How will I know if my image is approved or not?**  
We will notify you via email if your image is not approved. This process may take up to 3 business days. Images are verified by our card processor.
7. **Can I change my Custom Debit Card image to something new?**  
To make a change to your Custom Debit Card image, you must order a new custom card as if it was the first order and all fees would apply. You would once again receive a new card number, three-digit security code and PIN. You could choose to leave your current card(s) open or contact us to close. For security purposes, you should shred any closed Debit Cards, or you may bring them to any Mechanics Bank location and we will securely dispose of them for you.
8. **What happens when my Custom Debit Card expires?**  
A replacement card using the current custom image will be issued with the same card number and PIN as your expired card. Only the three-digit security code will change. You will still need to call the number on the front of the new card and activate it before use.

### Have additional questions?

Chat with us at [MyMechanics.com](http://MyMechanics.com) or call our Answer Center at 419-524-0831.