

# Design My Card Frequently Asked Questions

- **I don't have a Partner Colorado Visa Card. Can I design my card and apply online at the same time?**

Yes, simply choose the appropriate "Design and Apply for a Visa Card" option, and submit your card design and application. A representative may contact you for additional information to get your card and/or account set up.

- **How much does it cost to personalize my card with Design My Card?**

\$9.95 per card.

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

Once your card design is approved, you may pick up the card at your chosen branch location after 3 business days. If you chose to have the card mailed to your address on file you can expect it within 7-10 business days.

- **Will my new card have the same account number, expiration date and Personal Identification Number (PIN)?**

If you are replacing an existing card the card number, expiration date, and PIN will remain the same. If you are replacing a closed card the card number and expiration date may vary. In addition, the PIN number will be different unless it is personally selected at one of our branch locations.

- **What happens if my card design is rejected?**

You will receive an email stating why the image could not be used and instructions for further action.

- **How often can I change my personalized card design?**

You can change your card image as often as you like; just remember that a production fee of \$9.95 will apply.

- **Can I have one design for my Debit Card and another for my Credit Card?**

Sure! You can have a different card design for each of your card types, however please note that a production fee of \$9.95 will apply per card design.

- **Can the joint owner of my account have a different card design?**

Yes, the joint owner or authorized user on your account may have a different design. Please note that a production fee of \$9.95 will apply per card design.

- **My card looks and feels different, will merchants accept it?**

Yes, your new un-embossed Visa card may look and feel different, but it is a valid card that can be accepted at any Visa merchant location which has an electronic terminal.

- **How secure is the design website?**

Our site is secured with 2,048-bit encryption and meets GlobalSign (the security certificate authority) Extended Verification process.