

## **Upload Guidelines**

- Image files can be in either .JPEG, .GIF, .PNG, .TIFF or .BMP formats
- The maximum file size is 10 megabytes (Mb)
- Images must be at least 1280 x 960 pixels
- Required browser must be Internet Explorer v.7 or higher, Firefox v3.5 or higher, or Safari v.4 or higher
- Images captured with a disposable camera or cell phone do not produce the best images
- Small images will reproduce poorly when printed
- If you increase the scale of your image too much, it may also print poorly
- The bigger the image you choose, the longer it will take to upload
- The time your image takes to upload depends on your own internet connection speed
- Should your image be slow to upload, please talk to your own internet access provider for help
- On a typical 56k modem, each 1Mb will take about 3 minutes to upload (This is approximate and depends on your connection speed, which may vary.)
- If you are having trouble uploading your personal picture, please contact the bank at 319-895-8835

## **Personalized Debit Card Image Guidelines and Frequently Asked Questions Image Guidelines**

Mount Vernon Bank & Trust Co. reserves the right to determine, in its sole discretion, whether a submitted image will be accepted. All images submitted must have the consent of the owner including those images downloaded from the internet. Mount Vernon Bank & Trust Co. will not accept images that contain any of the following:

Prohibited subject matter standards for a color image on any MasterCard® card include but are not limited to:

1. Sexual subject matter of any nature;
2. Political subject matter of any nature;
3. Offensive racial/prejudicial subject matter of any nature;
4. Offensive religious subject matter of any nature;
5. Advertising of any nature\*;
6. Self-promotion of any nature (e.g., personal business card);
7. Copyrighted material of any nature\*;
8. Branded products/services, including abbreviations, acronyms and/or symbols of any nature\*;
9. Solicitations, including telephone numbers or services of any nature (e.g., 900 or 800 numbers);
10. Celebrities/musicians/athletes/entertainers/public figures, etc., of any nature\*;
11. Affiliation with groups that are determined to be of an offensive nature, including scenes, names or symbols;
12. Subject matter of any nature that might result in card acceptance confusion by merchants;
13. Subject matter of any nature that might result in card fraud; and
14. Any graphic design element that might reflect poorly or might engender hostility toward or derision of the MasterCard® brand

\* The foregoing shall not apply to the use of any company image, copyrighted material, branded products/services, including abbreviations, acronyms and/or symbols of any nature, trademarks, personalities or names to the extent legally owned by or licensed to the cardholder.

(Note: This list is not exclusive and Mount Vernon Bank & Trust Co. reserves the right to decide that any submitted image is not to be used.)

Images that DO NOT meet the above guidelines will be rejected and you will be notified by email. You may then re-submit another image. If you submit, or repeatedly submit images that DO NOT follow the set forth guidelines, Mount Vernon Bank & Trust Co. reserves the right to exclude you from future use of this service. You must have a current account with Mount Vernon Bank & Trust Co., and current debit card. For more information, contact Mount Vernon Bank & Trust at 319-895-8835

## **Frequently Asked Questions**

### **Q Who's eligible for a personalized debit card?**

A Customers who have a Mount Vernon Bank & Trust Co. checking account with a debit card MasterCard®. Debit card subject to approval if you don't have a current card.

### **Q What is a PAN number?**

A The Primary Account Number (PAN) is the 16 digits listed on the front of the card, starting with 5444 4626.

### **Q What happens when my card expires?**

A Upon expiration of your card, a new card will be sent with the last imaged uploaded at no cost to you. If you haven't uploaded any new pictures, you will be issued the same image as your most recent card. Before your card expires, you may upload a new picture for your new card at no cost.

### **Q How often can I change the photo on my personalized debit card?**

A You can change your card as often as you like. If you order a new personalized card before your card expires, it will issue a new card with a two year expiration date from the date you ordered it.

### **Q How does my photo get approved?**

A Every submitted image is reviewed for compliance with the Image Guidelines (see above). You will receive an email whether the card's photo was approved or denied.

### **Q What images are not acceptable?**

A Please see our Image Guidelines for our criteria for acceptable photo submissions. Mount Vernon Bank & Trust Co., reserves the right to reject any image we believe violates our Image Guidelines. If an image is rejected, you will be notified by e-mail within two business days. You may submit a new image anytime following your rejection notification.

### **Q How much does it cost?**

A The fee each time you order a personalized debit card (unless your card has expired) is \$15.00 (plus tax) per card, \$25.00 (plus tax) for two cards, or \$10.00 (plus tax) per card for Friends Plus members. The fee will be deducted from your checking account linked to your debit card.

### **Q How will I receive my personalized card?**

A Your card will be mailed to you via the US Postal Service.

### **Q How long will it take to receive my card?**

A After your request has been submitted and approved, you can expect your card to be mailed within 5-10 business days.

### **Q What if my card is lost or stolen?**

A To report a lost or stolen debit card, contact the ATM Department during banking hours (319)895-8835 or you may call the 24-hour lost/stolen card line at (800)383-8000.

### **Q Who do I contact if I have questions?**

A Any one of our Customer Service Representative's will be able to answer your questions, just stop in or call (319)895-8835.

### **Q Does MyPic work for ATM cards?**

A No, ATM cards are not available for a MyPic design. We would be happy to switch your card over to a debit card with an approved application for a debit card.