



Design Your Own Card FAQ's

What is Design Your Own Card? It's a way to customize your Visa® debit or Visa credit card by choosing the image or photo that appears on your card.

Who is eligible to receive a customized card? Any account that has Online Banking access and a Visa debit or credit card is eligible to customize a card.

How do I create my customized card? Simply log on to Online Banking, and follow the instructions.

How much does this service cost? The first card per member number is free. Each additional card is \$10 and will be charged to the account associated with the card being customized.

How do I know if my image was approved? Once your image is approved, you will receive an approval email and your card will be ordered. This process usually takes 1-2 business days. You will then receive your card in 7-10 business days.

What if the image I submit is denied? If your image is rejected you will receive a denial email from the credit union. You are welcome to submit a new image at any time. LGE may restrict your access to this service if you continue to submit images that violate the Image Card Guidelines.

Can I change the image on my customized card? Yes, you can change the image on your card as often as you like. There will be a \$10 fee charged to the account associated with the card being customized.

Can I have a different card design than my joint cardholder or authorized user? Yes, each cardholder can have the image of their choice on their card.

Am I able to change back to a standard issued card if I currently have a custom card? Yes, you can request a standard issued card to replace your custom card for free.

If my card was lost or stolen, can I change the image on the card for free? If it is the first custom card order on the account there will not be a fee charged for your replacement card. However, if you are requesting a replacement custom card with a different image the cost is \$10. It is free to get a replacement card with the same image as the one that was lost or stolen.

When I receive my renewal card, will it still have my customized image? Yes, upon expiration of your card, any reissued cards will have the same image as your recent card.

When will I receive my customized card? Your image will be approved in 1-2 business days. You should receive your card in the mail within 7-10 business days. Upon receipt of your new card, please destroy your old card.

I do not have Online Banking; can I design a card at my local branch? No, this service is only available through Online Banking. However, if you do not already have a card with us, a credit union staff member can order a custom card for you. You will then need to log in to Online Banking to select your image and complete the order process.

What happens when a credit union staff member orders a custom card for me, but I don't make an image selection in Online Banking? If a card option is not selected in Online Banking after a week, you will be contacted by a credit union representative to remind you to make the selection. A card will not be ordered until you upload a photo or select an image.



Card Image Guidelines

There are certain guidelines for uploading images for your custom card. LGE Community Credit Union reserves the right to determine whether a submitted image will be accepted. We cannot accept images that contain any of the following:

- Trademarks, logos, slogans, company names, copyrighted materials or brands of any third party
- Advertising or promotional material, or branded products
- Celebrities, actors, musicians, sportspeople, cartoons
- Phone numbers, addresses, URL addresses, account or PIN numbers
- Provocative, sexual, violent or other offensive content
- Nudity or semi-nudity
- Profanity or obscenities
- Alcohol, tobacco, or firearms
- Images which show illegal or anti-social behavior
- Culturally insensitive images
- Images which display the opinions or beliefs of political, religious or socially unacceptable groups
- Images that may interfere with security features of the card
- Any content that might infringe, denigrate or dilute the Visa® brand or its member financial institutions
- Any image deemed inappropriate by LGE Community Credit Union

Uploaded images should be no larger than 10 MB (megabytes) and at least 840 x 840 pixels in size.

If submitted images or repeatedly submitted images do not follow our guidelines, LGE Community Credit Union reserves the right to exclude members from future use of the service.



Technical Image Questions

My image will not upload, what do I do?

Check the size of your image. The image size must be a minimum of 840 x 840 pixels and no larger than 10 MB (megabytes).

What format does the digital photo need to be in?

The photo needs to be a digital photo in .jpeg, .bmp, .png, or .gif format.

Can I retouch my uploaded image?

All image retouching needs to be completed prior to uploading the photo. However, you can adjust the scale, rotation, and the position of the image once it has been uploaded.

What images are acceptable?

Please see the Card Image Guidelines for more information.

Where does the digital photo need to be stored in order for it to be uploaded? Your photo should be stored somewhere on the hard drive of your computer from where it can be uploaded to the card designer site.

What size does my digital photo need to be?

The image size must be a minimum of 840 x 840 pixels and no larger than 10 MB (megabytes). A clear, sharp image taken at high resolution will produce the best results.

How do I convert my photo to a digital photo?

Most photo processing services can scan your photo onto a disk. You can then transfer the photo from your disk to your hard drive for uploading.

What if I do not have a digital photo?

We have many images in our gallery available for you to choose from.