

Card Activation and PIN Management

The Card Activation and PIN Management service allows customers to activate their cards and change their PINs using verification questions. You do not need to know your existing PIN to use this service.

- Phone number: (800) 290-7893 (supports both English and Spanish)
- International phone number: (206) 624-7998

Once the card is activated, you will be asked if you want to choose a PIN. If so, the call will be passed to the PIN management service where you will select your new PIN.

Please note: The automated response service will not specifically identify KS Bank by name; it will state: "Thank you for calling Cardholder Services." And then prompt you to select and language and enter your 16-digit card number followed by the # sign. Also, a card number can only be entered a maximum of 3 times in a 24-hour period (midnight to midnight CST).

When calling to activate a card or selecting a new PIN, you will be prompted to enter three pieces of information that the system will use to verify you. The information you will be asked to enter is:

- 5-Digit Zip Code
 - The zip code must match the zip code listed on your account
- Last 4 of the SSN (or Tax ID for business debit cards)
- 3-Digit Security Code (CV Value) from the back of the card (debit cards only, not applicable for ATM cards)

Please note: If you want to change the PIN on an old card, but the Bank has already reissued you a new card, with the same card account number, you will not be able to change the PIN on the old card. You will have to wait for the new card and change its PIN after the card has been activated.