

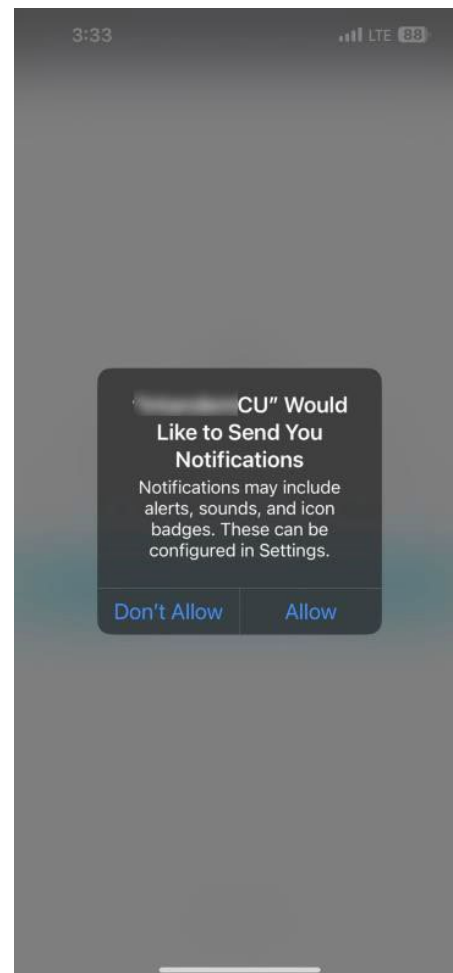
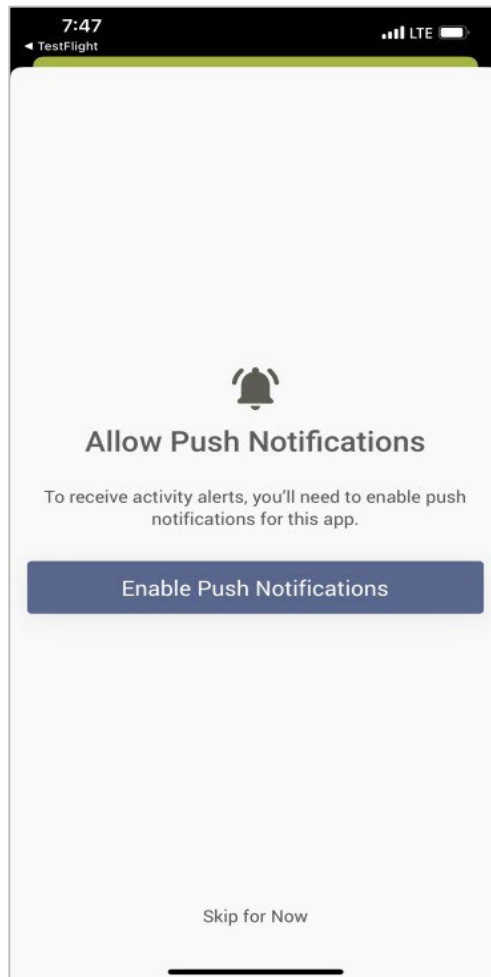
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# MOBILE APP CARD CONTROLS

Your JFCU mobile offers card controls for your debit and credit card. You may be prompted to enable push notifications from the app on your device.

*(Note that this is an iOS only step)*

## Push Notification Permissions



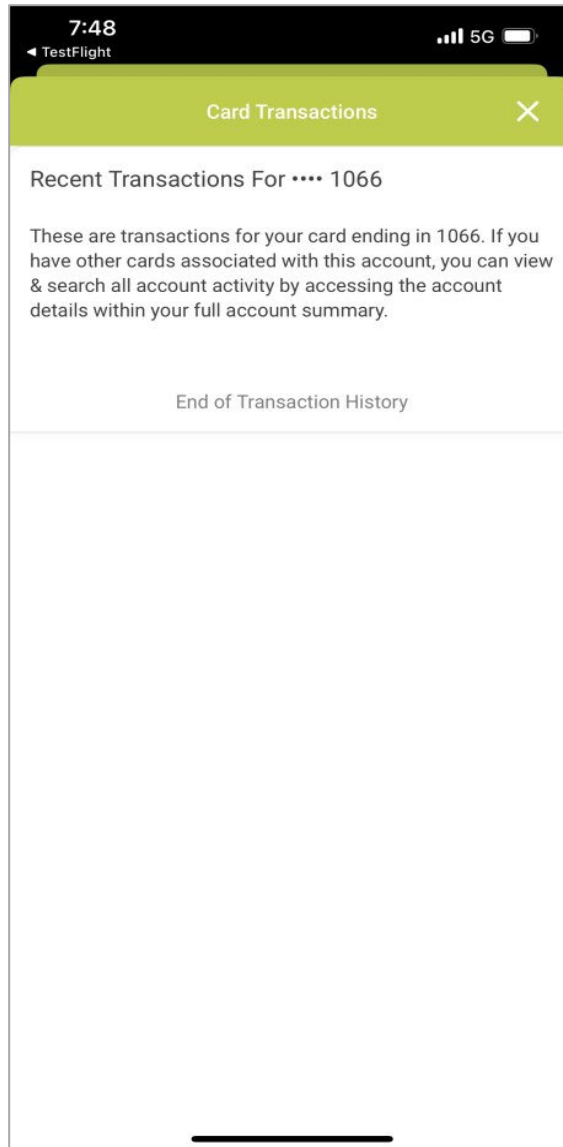
## MANAGE MY CARDS

### Viewing Card Status and Recent Transactions

Once you have either viewed or chosen to skip the slideshow, you will be taken to the Manage Cards screen. On the feature's main screen is the locked or unlocked status of the card, as well as the status of alerts.

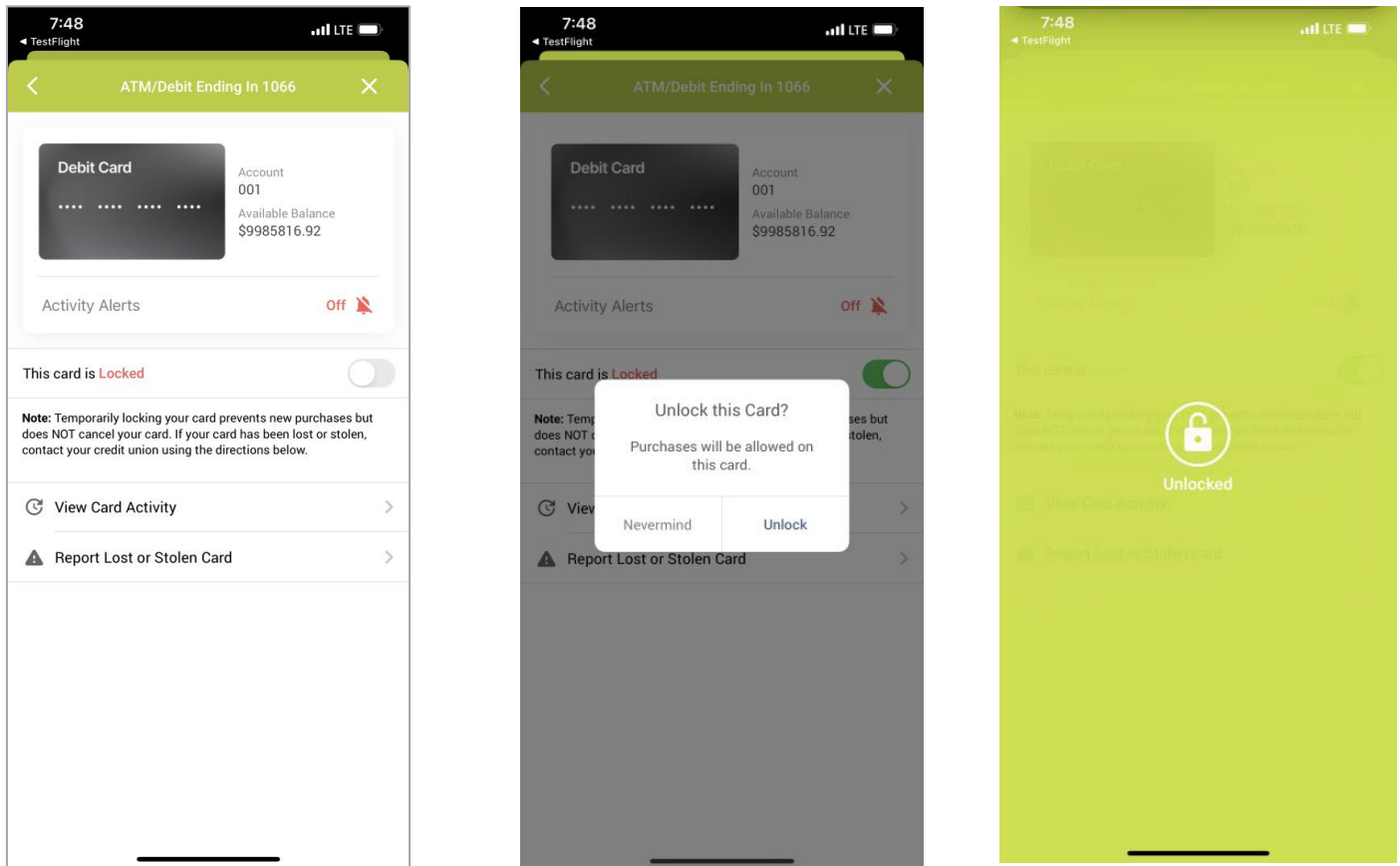
The Card Summary screens display critical details of the card, associated accounts, and payment information. Additionally, to help you track the card you are viewing, a Recent Transactions page shows them the 10 most recent transactions made with the card.

### Manage My Cards Summary and Recent Transactions



## Activating and Deactivating a Card (Locking and Unlocking)

From the Card Summary screen, you can temporarily lock the cards associated with an account by simply selecting a card from the summary page and following the prompts to lock the card.



Once a card is successfully locked, transactions on the card will be denied until the card is unlocked. If you encounter a connection error, or if there is a problem with the server processing the request, an error message will notify you the operation could not be completed.

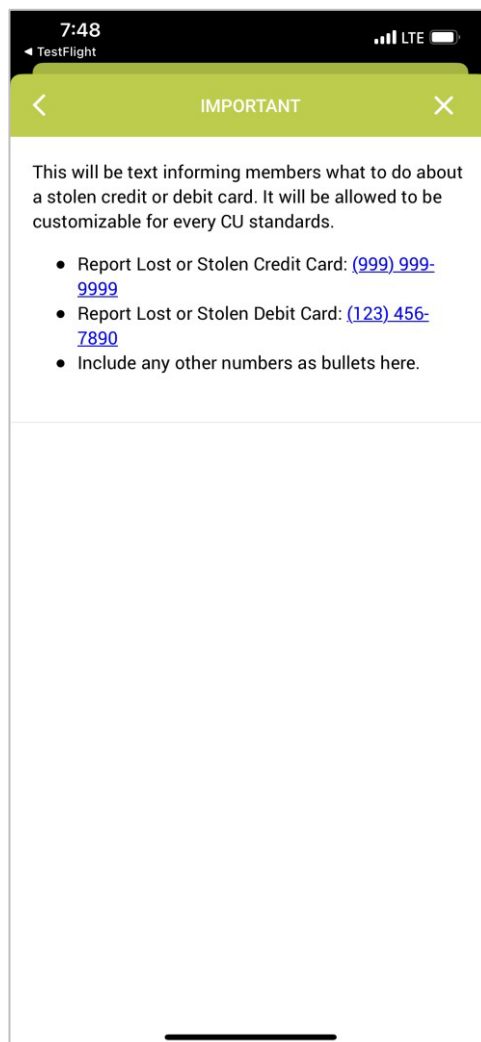
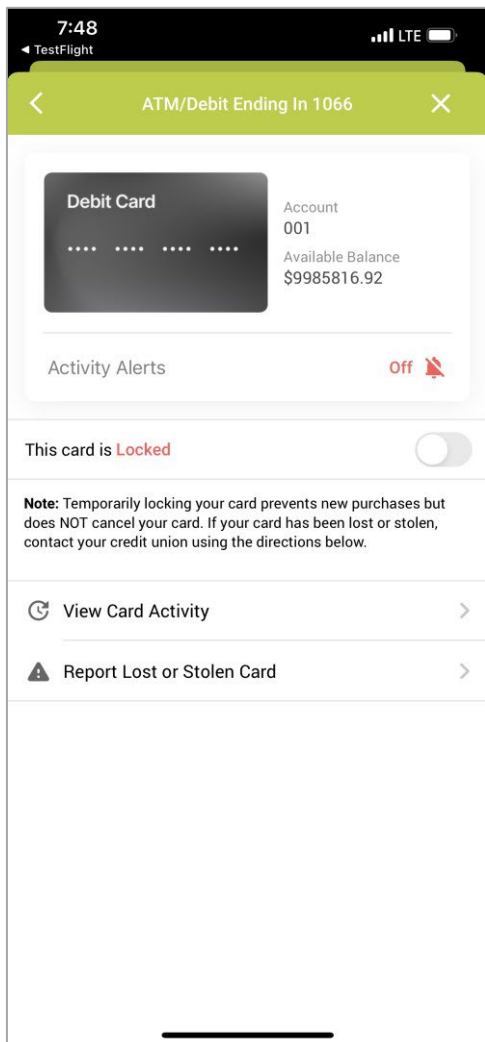
When you successfully lock your card, you will be able to see its locked status with a red lock icon. The locked status will be shown on the Card Summary screen when the card is locked, as well as on the Manage My Cards screen.

Cards can be unlocked the same way they were locked, by navigating to the lock screen and tapping “Reactivate Card”.

If the lock fails, you will get a message telling you of this status.

## Reporting a Card Lost/Stolen

If you were to lose your card or have it stolen, you must call to request the card be canceled. The Report Lost or Stolen Card menu option will populate with the phone numbers to call to report the card.

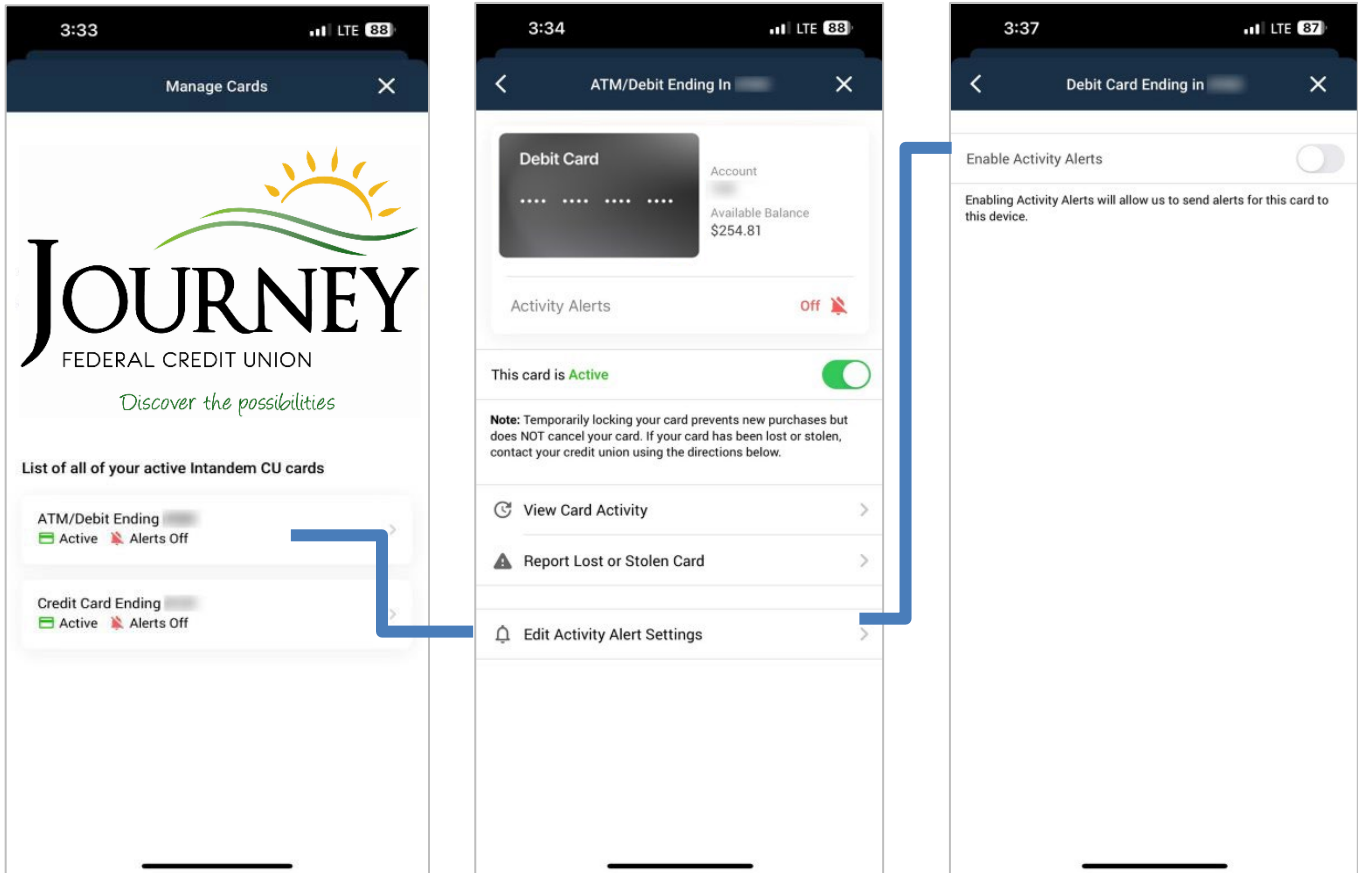


## TRANSACTION ACTIVITY ALERTS

### Enabling Activity Alerts

As long as you have allowed notifications on your device, you can enable Activity Alerts for the cards in the Card Controls. Notifications will automatically be disabled for cards until you enable individual cards. While enabling notifications is device specific, the individual settings for each card will be applied to any device set up with your account.

### Enabling Activity Alerts (Global)

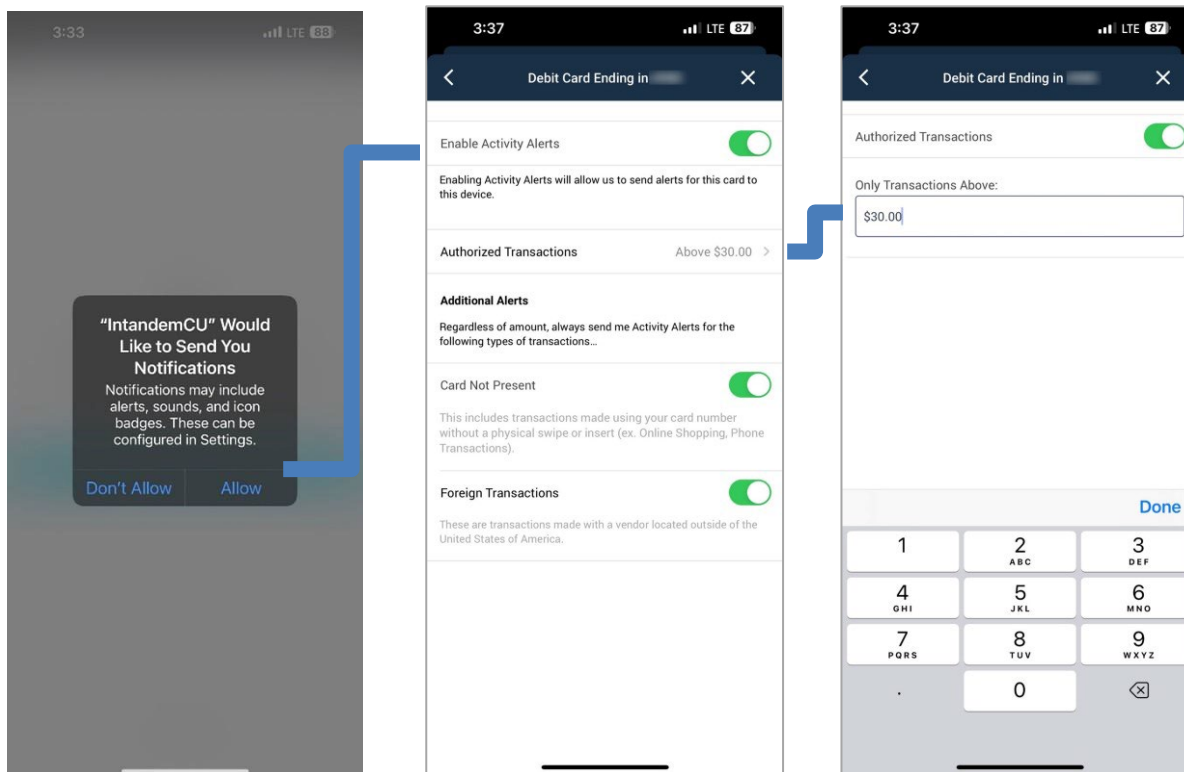


## Setting a Transaction Alert Threshold

If you want to limit the number of alerts you see from your transactions, you can set a threshold to only be notified above a certain amount.

Let's say you selected to receive notifications of transactions above \$30. The third screen below shows how you might change this amount.

### Transaction Alert Threshold Configuration



## Special Alerts

Some alerts can be enabled regardless of any monetary threshold set by you. These include Card Not Present and Foreign Transactions. You can see more about these specific transactions by expanding the "I" symbol and turn them off or on by sliding the toggle switch.

### Transactions That Will Not Trigger Alerts

Some transactions that may fall under your configurations may not trigger a push notification to you. Several examples of these include:

- Transactions that occur during vendor stand-in
- Transactions that are denied at the switch (by the vendor)
- Fuel pump authorizations
- Credit transactions (i.e. refunds, reversals, deposits)
- Incoming and outgoing card status messages
- Force posts (i.e. x120 and x220 messages)\*

*\*Important note about vendors that do single message processing: If the transaction is under the vendor stand-in limit, the vendor may pre-approve the transaction and send it as a x220 force post. This scenario will not produce an alert.*

**Viewing Card Activity**

As shown below, you can view your card activity just for your particular card. This is different than the checking suffix, that might potentially show activity of multiple cards.

