

Debit Card Center FAQ

Why would I want to turn my card off?

Setting your card status to “off” is a good idea if you’ve misplaced your card. This will prevent new transactions—including purchases, ATM activity and digital wallet transactions—from being approved while you try to find it. However, transactions that are flagged as previously authorized recurring payments, credits, refunds and reversals may be approved while your card is turned off. Turning your card off is not a replacement for reporting your card as lost or stolen. If you’ve lost your card and are unable to recover it, call us at 844.860.0110 to cancel it and receive a new one. Contact us immediately if you believe unauthorized transactions have been made.

What’s the difference between an alert and a control?

An alert will notify you if a transaction is made. The default is to alert you on all transactions, but you can modify that to receive notifications only for certain criteria. A control will prohibit certain card transaction types from being processed and will trigger a notification.

How can I prevent my card from being used outside of the United States?

You can choose to set location controls to block international transactions made at physical stores or ATMs using your card or digital card number. Transactions made via phone call, mail or online with international merchants may still be processed.

Does turning my card off affect all cards linked to the account, such as those issued to a joint accountholder or authorized user?

Turning your card off will **not** stop transactions using other cards linked to your deposit account.

Can I turn my card off and still use my associated digital card numbers for transactions?

No. While your card is off, any new transactions attempted using your associated digital card numbers will not be processed.

What does “hiding” my card do?

Under Settings, you have the option to hide or show selected cards. Hiding your card means that it will not appear as a card you can “switch” to, and it also means your card is no longer managed—meaning any alerts or controls you had set up previously no longer apply. For example, if you turn your card “off” and then “hide” it, it will turn on again. Therefore, we recommend not hiding cards that are off.

Why am I getting alerts on all transactions?

The default is to receive alerts on all transactions after you enroll. Providing alerts instantly on card transactions helps you detect and prevent fraud. You can change these options under Controls & Alerts.

Why did I receive duplicate notifications for the same purchase?

You may get two notifications for one purchase if you also have Online Banking alerts set up to notify you if a transaction is over a certain amount. If you turn on two delivery methods for a card alert (like email and SMS), you'll receive an alert for each transaction via both methods.

How can I get text notifications?

When you enroll via Online Banking, you can opt to receive notifications by email or SMS/text. If you enroll in Debit Card Center in the mobile banking app, the default is to receive notifications by push. You can go back to the settings in Debit Card Center to opt to receive email and/or text as well or to turn off push notifications.

Why do I see more than one card listed for my account?

Any active cards tied to your Social Security number and linked to an account you can access in Online Banking should appear in Debit Card Center. You may have an older card that you don't use anymore but is technically still active. If you no longer need it, please contact us at 844.860.0110 to deactivate it.

Why don't I see many transactions in Debit Card Center?

Your transaction history starts to build after you enroll in Debit Card Center. Going forward, you should see up to six months of history for each enrolled card.