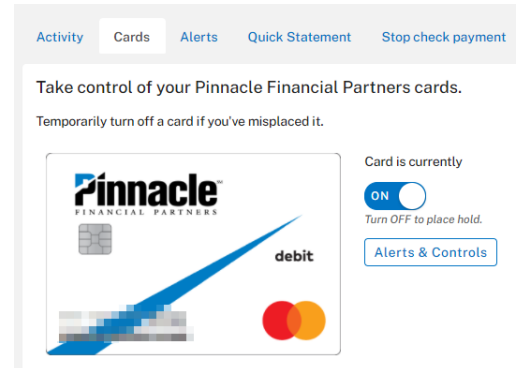


# How to Manage Debit Card Controls and Alerts

## How to Turn Your Card “Off”

Your card will default to “On.” Simply click the On/Off toggle to place a hold on your card.

**Remember:** Placing a hold on your card 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 to cancel it and receive a new one. Contact us immediately if you believe unauthorized transactions have been made.



## How to Set Alerts

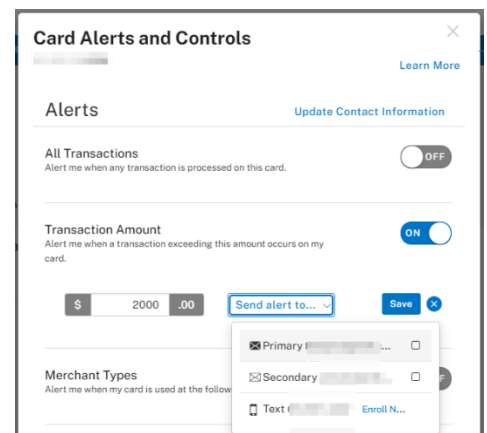
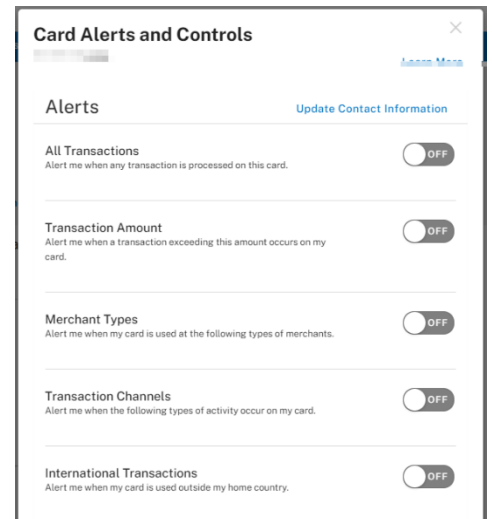
An alert will notify you if a transaction is made if it meets the criteria you set. Get started by clicking the “Alerts & Controls” button next to your card.

**Step 1:** Click “Update Contact Information” to ensure your email address and phone number are current.

**Step 2:** Click “Show More Alerts” to see the full range of options.

**Step 3:** When you turn an alert “on,” you’ll see additional options such as amount, merchant types, channels and where to send the alert.

**Step 4:** If you would like to receive text notifications but are not yet enrolled for SMS text alerts, click “Enroll Now” next to the Text option. Once enrollment is complete, return to the Cards tab to set up the alert.

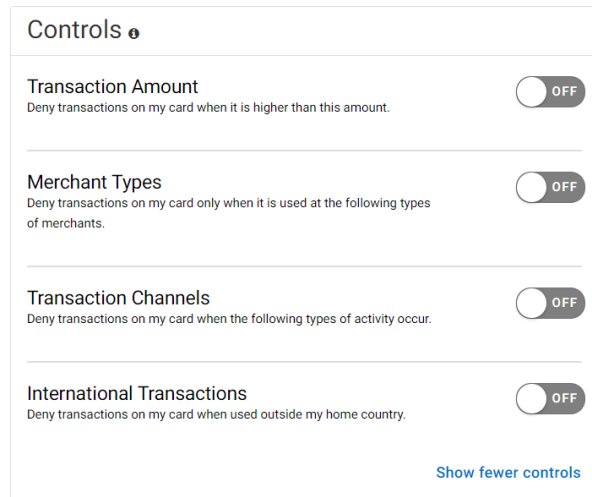


## How to Set Controls

A control will prohibit certain card transaction types from being processed and will trigger a notification.

**Step 1:** Scroll down and click “Show more controls” to see all of the options.

**Step 2:** When you turn an alert “on,” you’ll see additional options such as amount, merchant types and channels. For each transaction denied due to enabled controls, you will receive a notification to your primary email and mobile number (if it’s enrolled for SMS text messages).



The screenshot shows a mobile application interface for setting card controls. The title is "Controls" with a dropdown arrow. There are four control categories, each with a description and a toggle switch set to "OFF":

- Transaction Amount:** Deny transactions on my card when it is higher than this amount.
- Merchant Types:** Deny transactions on my card only when it is used at the following types of merchants.
- Transaction Channels:** Deny transactions on my card when the following types of activity occur.
- International Transactions:** Deny transactions on my card when used outside my home country.

At the bottom right of the controls list, there is a blue link that says "Show fewer controls".