

# Debit Card Alerts and Controls in Online Banking

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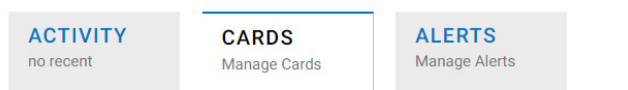
## Overview

Debit card alerts and controls help keep your accounts secure. Through our personal online and mobile banking, you can:

- Temporarily turn your card “off” if you misplace it.
- Get email or text notifications if a purchase is over a certain limit or made in a certain channel—or all purchases, if you prefer.
- Deny transactions over a certain limit or used in certain channels, such as online, at an ATM or via digital wallet.
- Get alerted to or deny in-person international transactions.

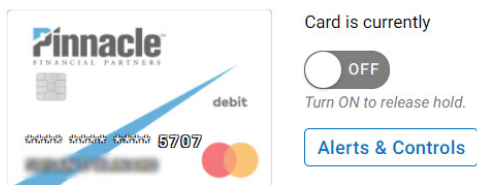
## Experience

Card controls are fully integrated into Pinnacle’s Online Banking and mobile app. Just click the “Cards” tab on your account page to get started.



### Take control of your Pinnacle Financial Partners cards.

Temporarily turn off a card if you've misplaced it.



## How to Turn Your Card “Off”

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.

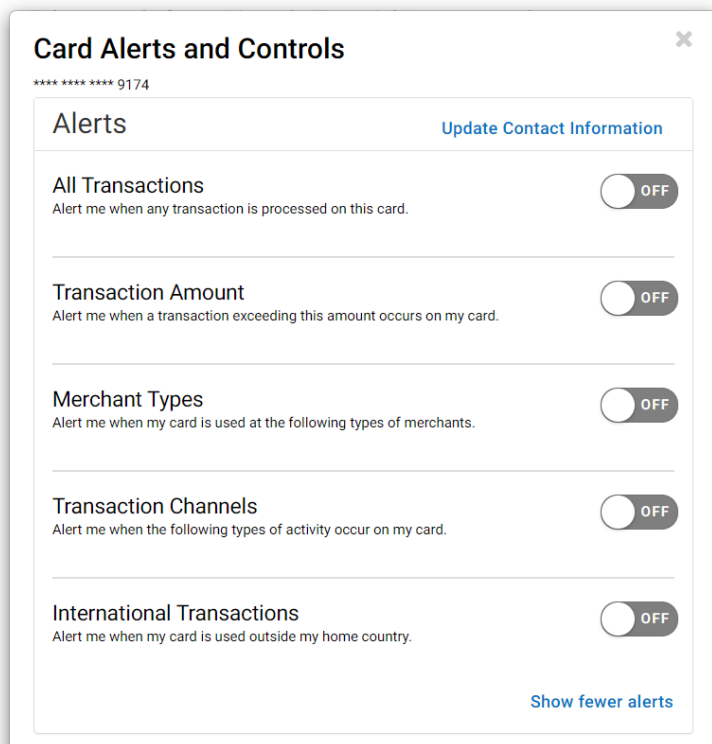
**Step 1:** Your card will default to “On.” Simply click the On/Off toggle to place a hold on your card.

## How to Set Alerts

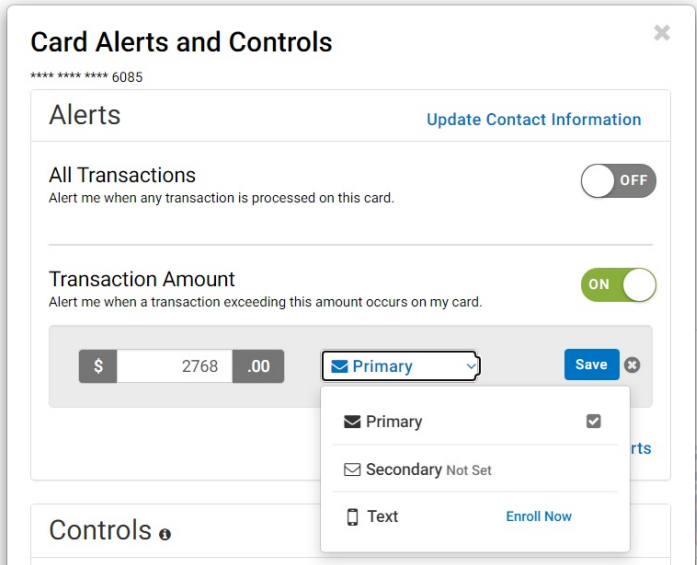
An alert will notify you if a transaction is made if it meets the criteria you set. Get started by clicking the “Alerts & Controls” button next to your card.

**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.

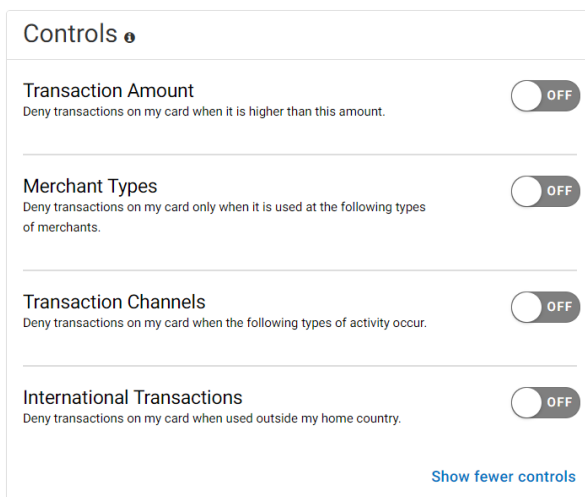


**Step 4:** If you would like to receive text notifications but are not yet enrolled for SMS text alerts, click “Enroll Now” next to the Text option. Once enrollment is complete, return to the Cards tab to set up the alert.

## 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).