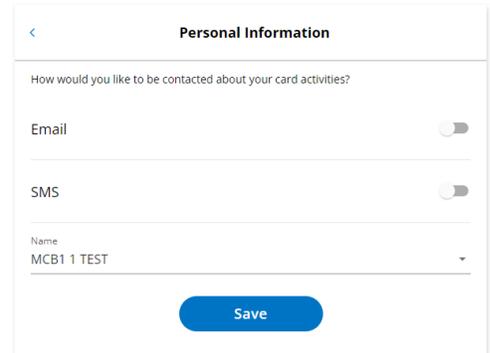


Debit Card Center – Card Management and Alerts

How to Get Started

When you first access **Debit Card Center**, you'll be presented with a brief video while your debit card(s) are automatically being enrolled in our card management service.

You'll be prompted to choose how you want to receive alerts (email, SMS/text or both). Once you choose, you will start receiving alerts on **all debit card transactions** on your card(s) visible in Online Banking. You can change that, and more, by updating your **Controls & Alerts**.



Personal Information

How would you like to be contacted about your card activities?

Email

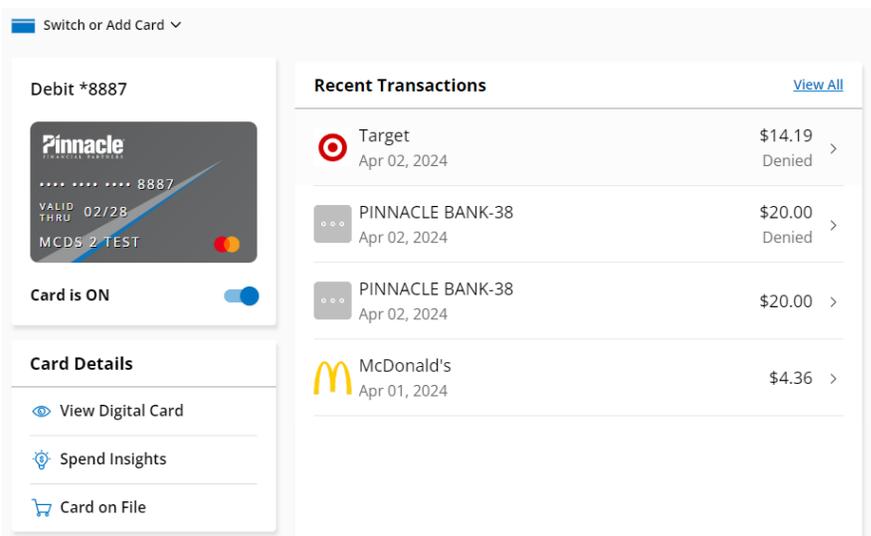
SMS

Name
MCB1 1 TEST

[Save](#)

How to Navigate Card Details

- **Recent Transactions** on your debit card will begin to build as you use your card. Select a transaction to see more information about it and the merchant, including contact phone numbers and websites for many well-known stores.
- Use the **Switch or Add Card** option to choose a different card to manage if you have more than one. The card image may not match the card in your wallet, so use the last 4 digits of the card number to identify it.
- Click **View Digital Card** to get the full card number, expiration date and security code if you need to make a purchase but don't have your physical card with you. You'll be asked to provide a security token to help verify your identity.
- Review **Spend Insights** to see details about your debit card spending by category, timeframe and location.
- Once you start using your debit card for purchases, review **Card on File** to see merchants where you have saved your debit card for quick checkout or for recurring, pre-authorized subscription services.



Switch or Add Card ▾

Debit *8887

Pinnacle
FINANCIAL PARTNERS

..... 8887

VALID THRU 02/28

MCDS 2 TEST

Card is ON

Card Details

- [View Digital Card](#)
- [Spend Insights](#)
- [Card on File](#)

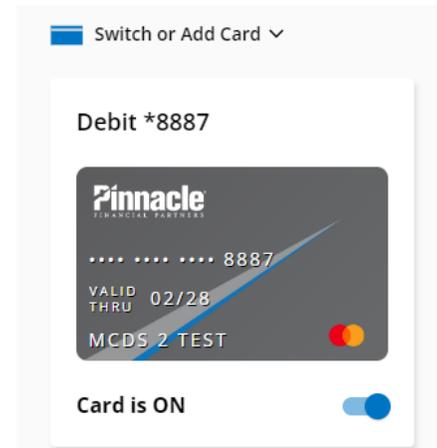
Recent Transactions [View All](#)

	Target Apr 02, 2024	\$14.19 Denied	>
	PINNACLE BANK-38 Apr 02, 2024	\$20.00 Denied	>
	PINNACLE BANK-38 Apr 02, 2024	\$20.00	>
	McDonald's Apr 01, 2024	\$4.36	>

How to Turn Your Card “Off”

If you have temporarily misplaced your card, you can turn your card off to prevent unauthorized transactions. Your card will default to “On.” Simply click the On/Off toggle to place a hold on your card.

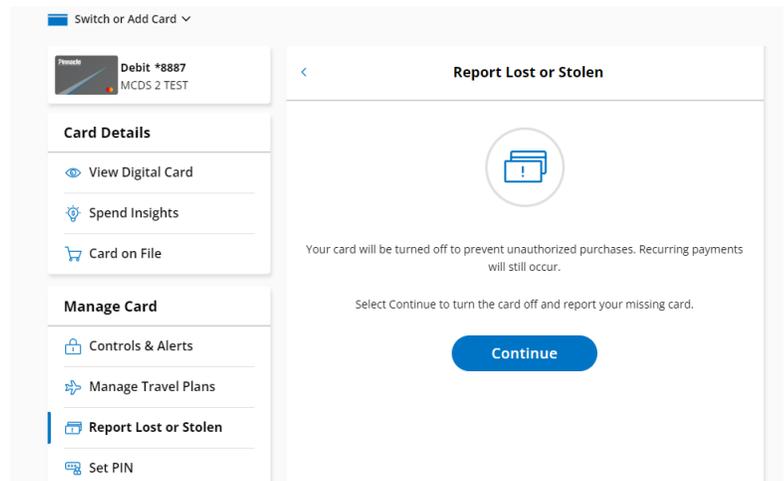
Remember: Placing a hold on your card will prevent new transactions—including purchases, ATM activity and digital wallet transactions—from being approved while you try to find it. However, transactions that are flagged as previously authorized recurring payments, credits, refunds and reversals may be approved while your card is turned off.



How to Report Your Card Lost or Stolen

Turning your card off is not a replacement for reporting your card as lost or stolen.

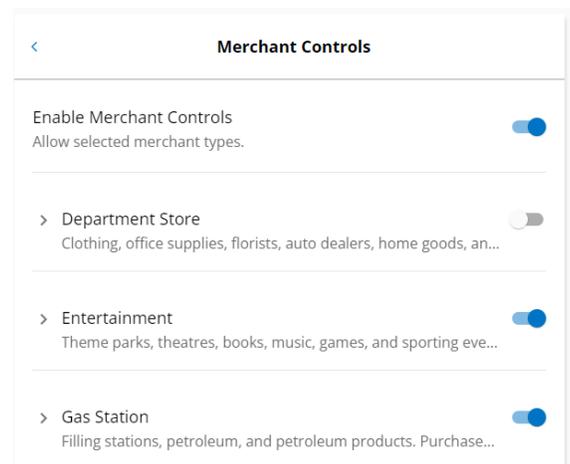
If you’ve lost your card and are unable to recover it, click **Report Lost or Stolen**; this will turn your card off and provide the number to contact us immediately. We will help you obtain a replacement card and advise on next steps if you believe unauthorized transactions have been made.



How to Set a Control to Decline a Transaction Automatically

A control will prohibit certain card transaction types from being processed and will trigger a notification. Get started by clicking **Controls & Alerts** in the Manage Card menu section and ensure you have the **Controls** tab highlighted.

Step 1: Review the **Controls** options to choose one that best meets your needs. You can decline a transaction if the merchant is located outside the U.S. You can also set up controls to decline specific types of merchants, types of transactions and/or transactions above a specific dollar amount.



Step 2: When you click to select a control type and toggle the control “on,” you’ll see additional options.

Step 3: Toggle a category “off” to decline that type of transaction, then scroll down and choose **Apply**. You will receive a notification for each transaction that is denied due to controls you have established.

How to Modify Alerts to Notify You about Specific Transactions

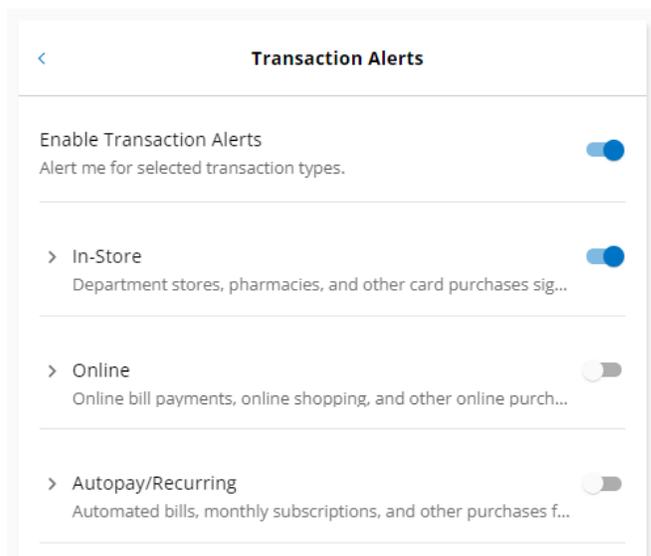
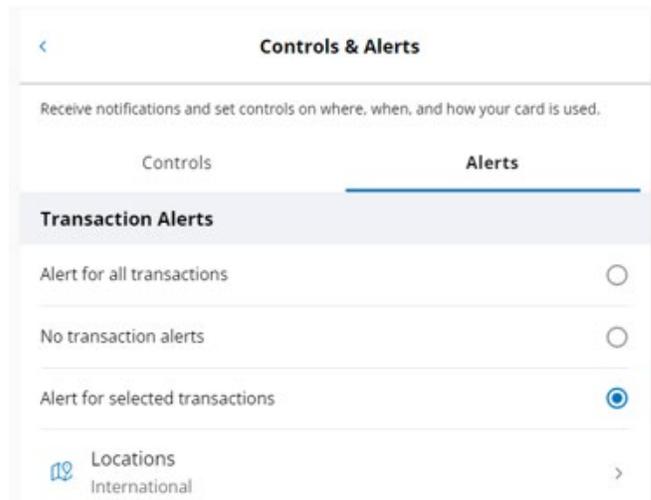
An alert will notify you if a transaction is made that meets the criteria you set. Your debit card is automatically set up to alert on every transaction, but you can change that. Get started by clicking **Controls & Alerts** in the Manage Card menu section and click on the **Alerts** tab.

Step 1: You’ll see the option set to **Alert for all transactions**. If you prefer, you can choose **No transaction alerts** to suppress all notifications or choose **Alert for select transactions** to choose specific alert criteria.

Step 2: When choosing specific criteria, click an alert category to see the full range of options. You can be alerted on international transactions, specific merchant types, transaction types or transactions above a specific amount.

Step 3: When you turn an alert type “on,” you’ll see additional options that are enabled for alerts.

Step 4: Toggle a category “off” to suppress alerts for specific merchant types, transaction types, etc.; scroll down and choose **Apply**.



How to Use Other Features

- If you have a new debit card that has not yet been activated, you’ll see an option to **Activate Card**. Follow the prompts to complete the activation.

- You can use **Manage Travel Plans** to establish dates and locations where you plan to use your card while traveling. Telling us when and where you'll be traveling helps to ensure that your transactions aren't flagged as suspicious when used during the specified travel. You'll be asked to provide a security token to help verify your identity when setting up a travel plan.
- Want to change your PIN? Use the **Set PIN** option and follow the prompts. You'll be asked to provide a security token to help verify your identity.
- You can update your delivery preferences or hide cards that you don't want to see under **Settings**. Choose **Personal Information** to change how you receive alerts.