

FREQUENTLY ASKED QUESTIONS – DEBIT CARD ALERTS

How much does it cost to use this service?

If you elect to receive email consumer-selected alerts, there is no cost to you. If you elect to receive SMS consumer-selected alerts, alerts will be sent to your mobile phone via text message, and standard text message and data rates assessed by your mobile carrier may apply. Check with your wireless carrier for details regarding your specific wireless plan and any data usage charges that may apply.

What if I do not have text messaging on my mobile phone?

Text messaging capabilities on your mobile phone is required to receive SMS consumer-selected alerts. If your mobile phone is able to send and receive text messages but you do not subscribe to this service, you must contact your mobile phone provider to add text messaging to your plan.

How do I register for alerts?

1. Click 'Register/Manage'
2. Enter the requested information
3. Select any alerts you would like to receive
4. Click submit

How long should it take to receive an alert?

Typically, responses arrive within one minute, but timing may vary. You may experience delays or failures in delivery of an alert because of any of the following circumstances: (1) merchant delay in processing a transaction; (2) delays and/or failures attributable to network operators and telecommunications providers; (3) if your mobile device is off or out of operating range of a carrier with an appropriate signal for SMS and/or data services; (4) a variety of other wireless service and coverage conditions; (5) active or passive filtering of e-mail messages; and (6) insufficient space in the email account that is to receive email messages.

I enrolled in the service on-line and never received a text message to complete my registration?

Your mobile phone may be blocked from receiving third-party text messages. Check with your carrier and ask them to remove the block from your phone.

If I am traveling outside of the U.S., can I receive text message alerts?

No. Messages can only be sent via U.S. carriers and will only be receivable in the U.S. If you live or travel outside of the U.S., you will need to specify an email address to begin receiving alerts to that email address.

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Can I add multiple phone numbers?

Yes. If you are an authorized user, you can enroll as many mobile numbers and email addresses for an account as you wish. You may create a unique 10 character alphanumeric registration nickname per registration to assist you in identifying the card for which the alert is triggered.

If my card is replaced, do I need to set new alerts?

In the case of a replaced card, you will have to register your new card to receive the email alerts. Please review your settings online to ensure you continue receiving emails about potential fraudulent activity.

Why do I receive multiple messages with Pg1/2, Pg2/2?

Text messages are unique in that they can only hold 160 characters. Some commands require multiple messages to return all of the necessary information.

Is this service safe and secure?

Yes. Our first priority is to protect your personal information. If you ever receive a text message asking for your member number, account numbers or other personal information, please do not respond.

If my mobile phone number changes, what do I need to do?

In order to receive alerts to your new number, you will need to re-register your new mobile number by changing your phone number within your saved registration.

How do I unsubscribe?

Send a text that says **STOP** to **26499**. You will receive an opt-out confirmation. You can also unsubscribe to this service by deactivating your registration on this site.

Can I register for different alerts on my mobile numbers versus my email addresses?

Yes, you will need to create 2 distinct registrations one for each destination.

How do I confirm alerts I've registered to my mobile numbers and email addresses?

Click 'Register or Return'. Enter the requested information. Review the alerts selected. If changes, proceed with what you'd like to change. Click 'Submit'. If no changes, Click 'Home' or exit browser.