

## Card Control | Frequently Asked Questions

**Q: How do I get started using Card Control for my CASE Credit Union Debit and/or Credit Card?**

A: Log in to your CASE CREDIT UNION account online or with your mobile app. Locate **Card Control** under **Additional Services** (online), or from **More** (mobile app).

**Q: How do I turn my card OFF, then back ON?**

A: From the first/main screen you encounter in Card Control, **tap on the toggle switch** to turn your debit or credit card ON or OFF.

**Q: How quickly does the ON/OFF status (or other limits) on my card take effect?**

A: Card Control changes are effective instantly, so you have complete control of your card.

**Q: Can I manage Card Control on more than one debit card or credit card?**

A: Yes. From the first/main Card Control screen, select the debit or credit card from a list of cards on your CASE CREDIT UNION account.

**Q: If I turn my Debit and/or Credit Card OFF, will my recurring transactions be blocked?**

A: No, your recurring transactions will not be blocked. They will continue to be processed, even when your card is turned OFF.

**Q: How do I customize my Debit and/or Credit Card alerts and specify alert types?**

A: Tap on **Set Declines and Alerts** and set your preferences by Merchant Type, Transaction Type, and Spend Limits. You may also restrict your card from international use in Location Type.

**Q: Where do I specify whether to receive alerts by email, text or both?**

A: The communication preferences associated with your CASE CREDIT UNION account apply to your debit and/or credit card. To set your preferences, log in to your online or mobile account.

From your online account, choose **Additional Services** to review your contact information and security preferences.

In your mobile banking app, select **More** then choose **Card Control**. Go to **Settings** to set your security options.

**Q: Can I use Card Control to notify CASE CREDIT UNION about my travel plans?**

A: No, travel notifications cannot be submitted via Card Control at this time. Please contact us (888) 393-7716 before you travel, so your debit and/or credit card activity is not flagged as fraud.

**Q: How do I turn OFF Debit and/or Credit Card alerts?**

A: In Card Control, turn OFF each alert in the individual menus for Merchant Type, Transaction Type, Spend Limits, and Location Type.