CARD MANAGEMENT

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— FEDERAL CREDIT UNION —

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8:13

Education First FCU

$50.00 to CHRISTMAS CLUB
Every two weeks starting on Wednesday, from C...

$50.00 to VACATION CLUB
Every two weeks starting on Wednesday, from C...

See more

Card management

CHECKING ACCOUNT (x0000123)

CHRISTOPHER A. MEMBER
**** **** **** 3210

TOTALREWARDS VISA (x0000124)

CHRISTOPHER A. MEMBER
**** **** **** 4210

SAVINGS ACCOUNT (x0000125)

CHRISTOPHER A. MEMBER
**** **** **** 5210

EDUCATION FIRST CARD MANAGEMENT

Card management gives members complete control on how and where your debit or credit card works.

This step-by-step guide is here to assist you with getting started today.

The process is the same on both a mobile device and a desktop computer, except for one difference. Instead of opening the app as it says in this guide, you will visit our website and click **LOGIN** in the top right corner.

Note: *You must be a registered user within online banking to utilize the card management features.*

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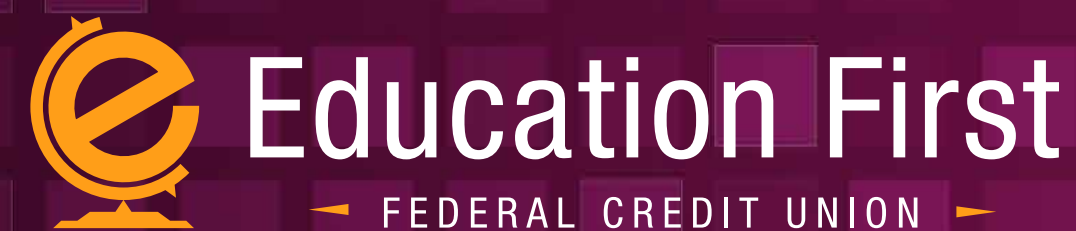— FEDERAL CREDIT UNION —
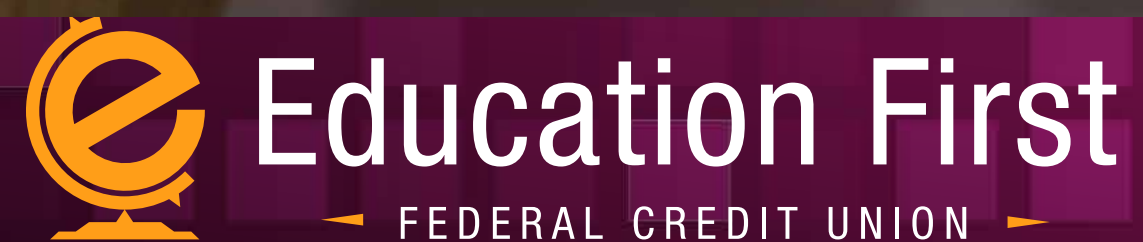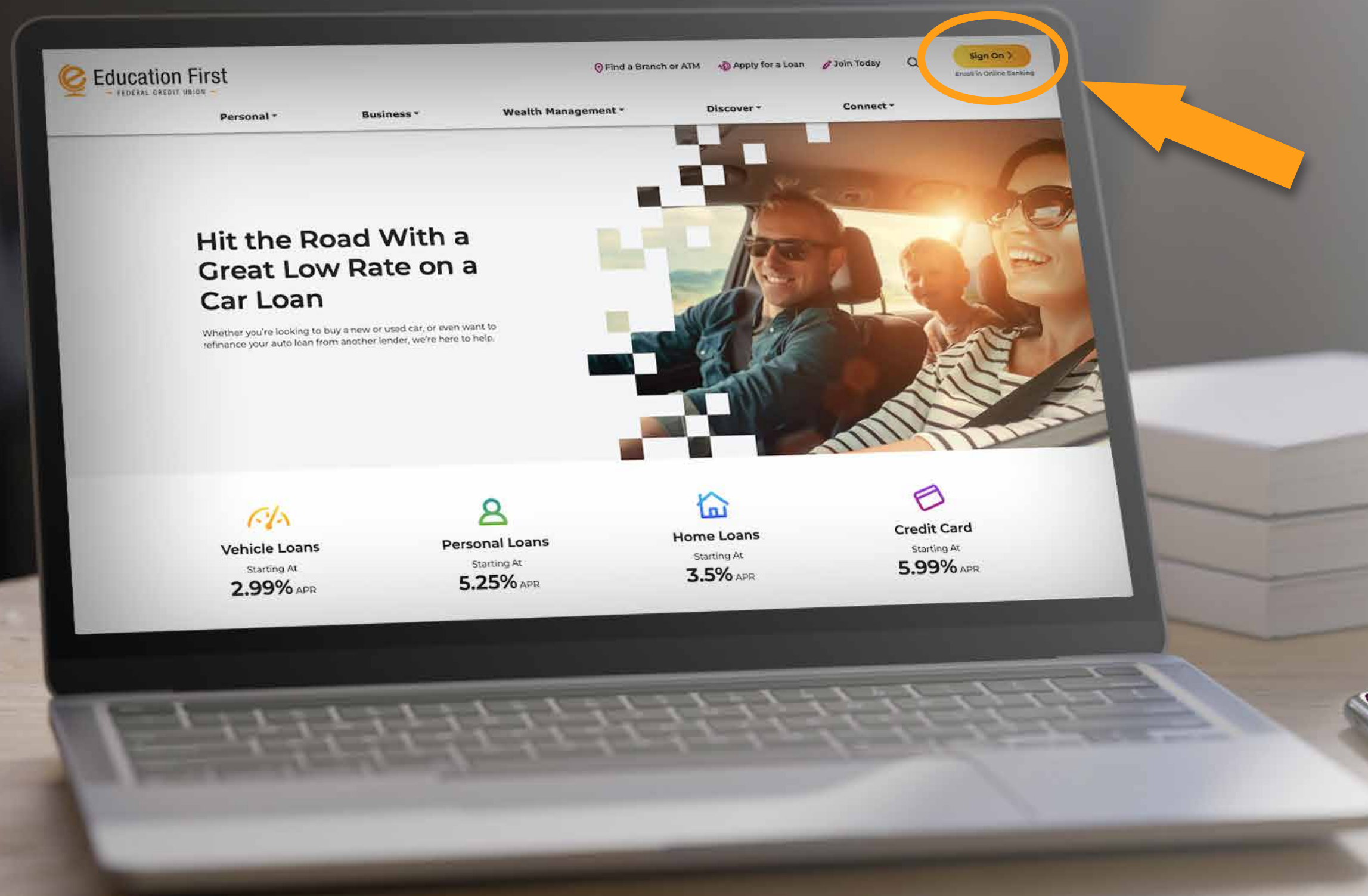
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GETTING STARTED

DOWNLOAD THE EDUCATION FIRST FCU MOBILE BANKING APP

To download the app, visit the app store on your mobile device and search for us by name: EducationFirstFCU or click the buttons below.

Available on the **App Store**

ANDROID APP ON **Google play**

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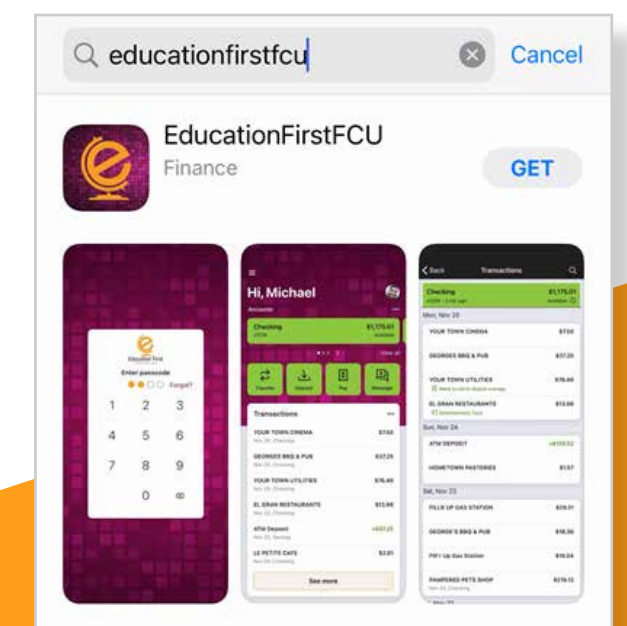
LOOK FOR OUR LOGO WHEN DOWNLOADING THE APP!

EducationFirstFCU
Finance   **GET**

GETTING STARTED

## OPEN THE EDUCATION FIRST FCU MOBILE BANKING APP

From the dashboard select the account that has the debit or credit card you wish to add alerts to, **OR** you can scroll down to see Card Management.

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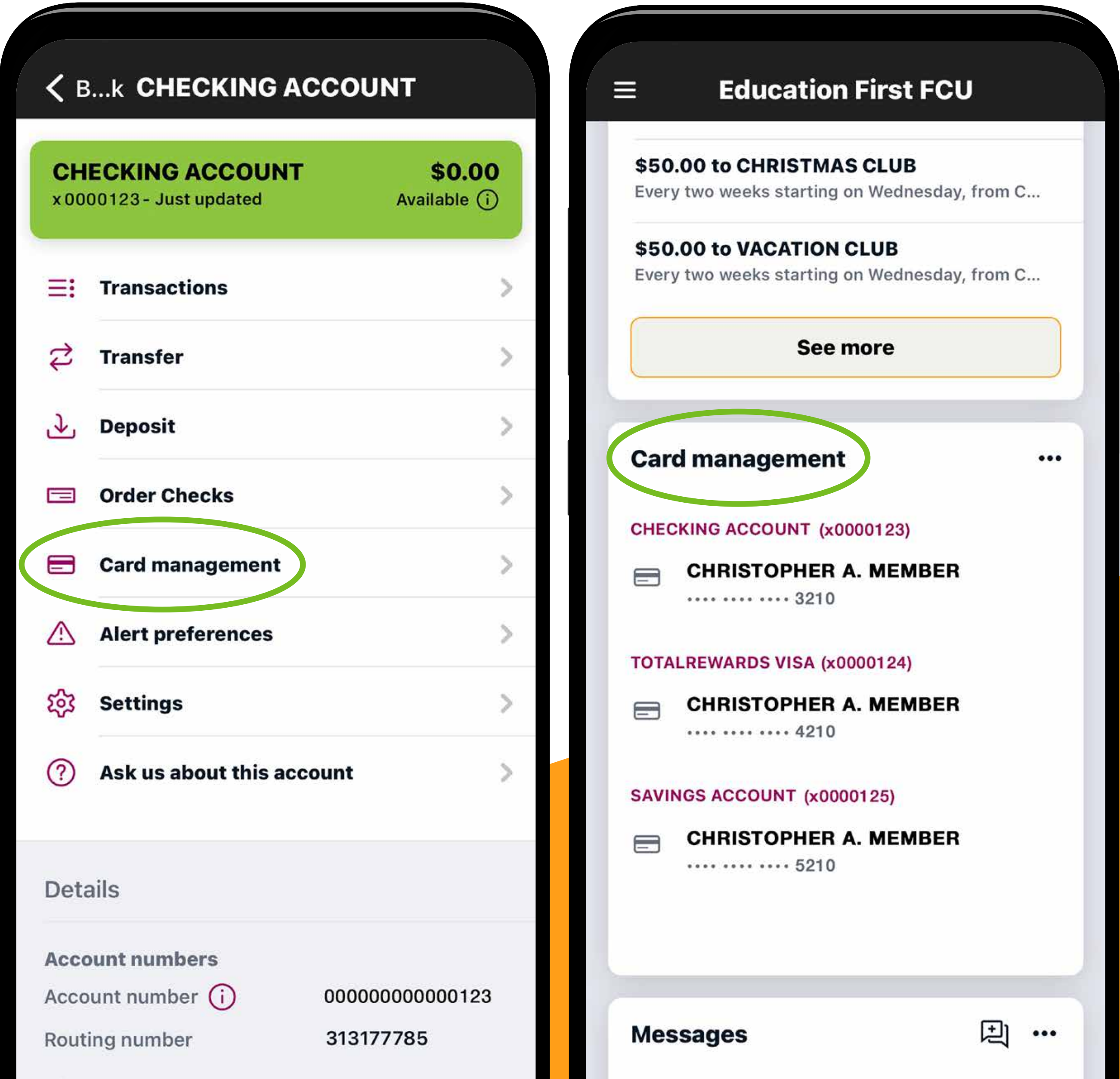
CREATING ALERTS AND PROTECTIONS

These alerts will notify you of debit or credit card activity in real-time, so you will always know where your card is being used.
There are four types of alerts: **Locations**, **Merchant Types**, **Transaction Types**, and **Spending Limits**.

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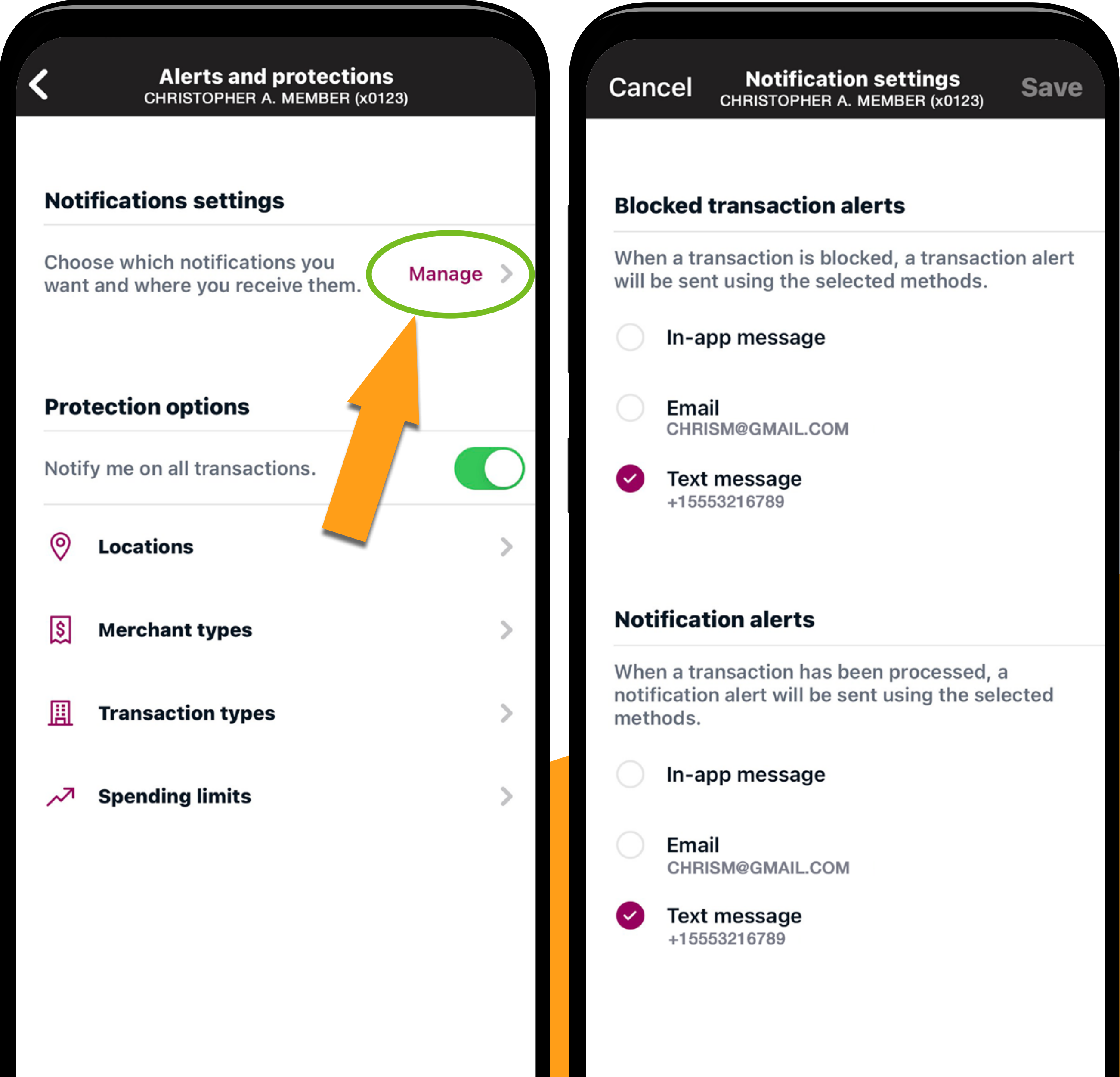
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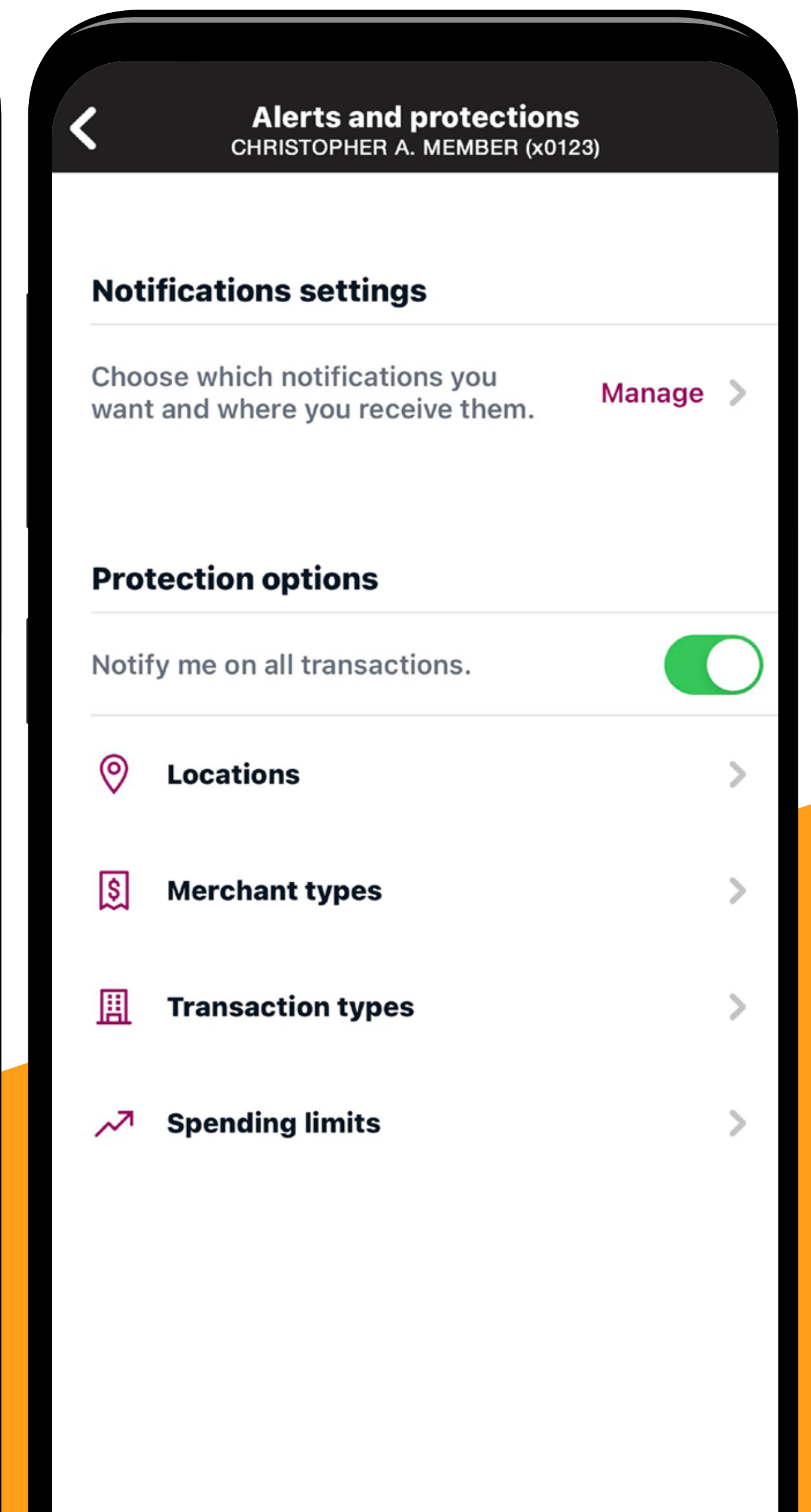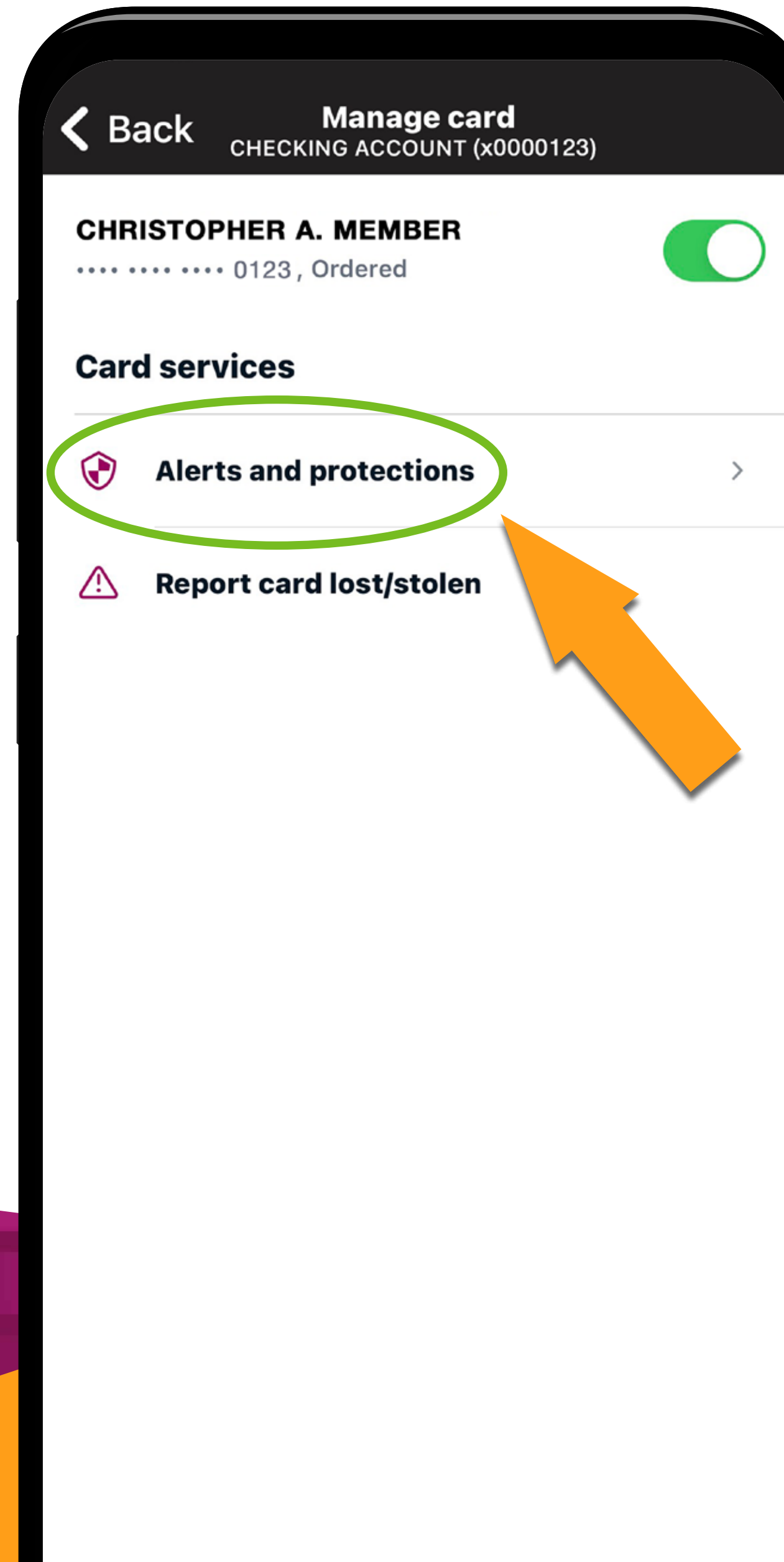
STEP 1

NOTIFICATION SETTINGS

Notification settings allows you to select how you wish to be notified of the alert. In-app message, Email and/or Text Message.
You may select more than one if you wish.
Make your selections and click **Save**.

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ALERT TYPES

LOCATIONS ALERT

Card management allows you to control international transactions by turning this feature on or off. ***This may impact online transactions from international retailers.***

You may select to block the transactions and/or receive notifications. Make your selections and click **Save**.

Note: *You will still need to notify EFFCU if you are traveling.*

	Block transactions	Send notification
International	◯	◯

Blocking will stop in person card usage. Online transactions will still be possible.

Cancel   **Locations**   Save
CHRISTOPHER A. MEMBER (x0123)

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ALERT TYPES

MERCHANT TYPES ALERT

These alerts are based on the type of merchant where the transaction occurred.

You may select to block the transactions and/or receive notifications. Make your selections and click **Save**.

	Block transactions	Send notification
Age Restricted	○	○
Department Store	○	○
Entertainment	○	○
Gas Station	○	○
Grocery	○	○
Household	○	○
Personal Care	○	○
Restaurant	○	○
Travel	○	○
Other	○	○

Merchant types
CHRISTOPHER A. MEMBER (x0123)
Cancel   Save

ⓘ Merchant type details

‹ Back   Merchant type details

Age Restricted
Includes liquor stores, smoke shops, casinos, adult stores, etc.

Department Store
Includes clothing, accessories, office supplies, electronics, etc.

Entertainment
Includes amusement parks, movie theaters, arcades, etc.

Gas Station
Includes fuel dispensers, warehouse club gas, etc

Grocery
Includes supermarkets, bakeries, butchers, etc.

Household
Includes utilities, contracted services like electricians, plumbers and A/C repair, etc.

Personal Care
Includes drug stores, pharmacies, health professionals, etc.

Restaurant
Includes diners, fast-food, cafeterias, etc.

Travel
Includes airlines, car rentals, hotels, etc.

Other
Purchases at other merchants

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ALERT TYPES

TRANSACTION TYPES ALERT

These alerts are based on type of transaction at point of sale.

You may select to block the transactions and/or receive notifications. Make your selections and click **Save**.

Cancel   **Transaction types**   Save
CHRISTOPHER A. MEMBER (x0123)

	Block transactions	Send notification
ATM	○	○
eCommerce	○	○
In Store	○	○
Mail/Phone Order	○	○
Recurring	○	○
Other	○	○

ⓘ Transaction type details

‹ **Transaction type details**

ATM
Includes bank ATMs, vendor ATMs, cash advance, etc.

eCommerce
Includes online bill payment, online shopping, etc.

In Store
Includes department stores, pharmacies, other retail stores, etc.

Mail/Phone Order
Includes catalog shopping, travel agents payments, etc.

Recurring
Includes automated bill payment, monthly expense payments, etc.

Other
Includes other cases outside of standard types.

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ALERT TYPES

SPENDING LIMITS ALERT

These alerts are based on the threshold amount set by you.

You may either restrict a transaction based on the dollar amount per transaction **or** based on a monthly limit. Set your limits and click **Save.**

Cancel **Spending limits** **Save**
CHRISTOPHER A. MEMBER (x0123)

Transaction limits

◯ **Spending limit**
Transactions over this amount will be blocked and an alert will be sent.

$

◯ **Spending alert**
Transactions over this amount will send an alert.

$

Monthly limits

◯ **Monthly spending limit**
Transactions that would bring your monthly spending total over this amount will be blocked and an alert will be sent.

$

◯ **Monthly spending alert**
Spending that will cause your monthly total to go over this amount will send an alert.

$

That's it! **You have set alerts for your debit or credit card. Please note that alerts must be created for each individual card you have.**

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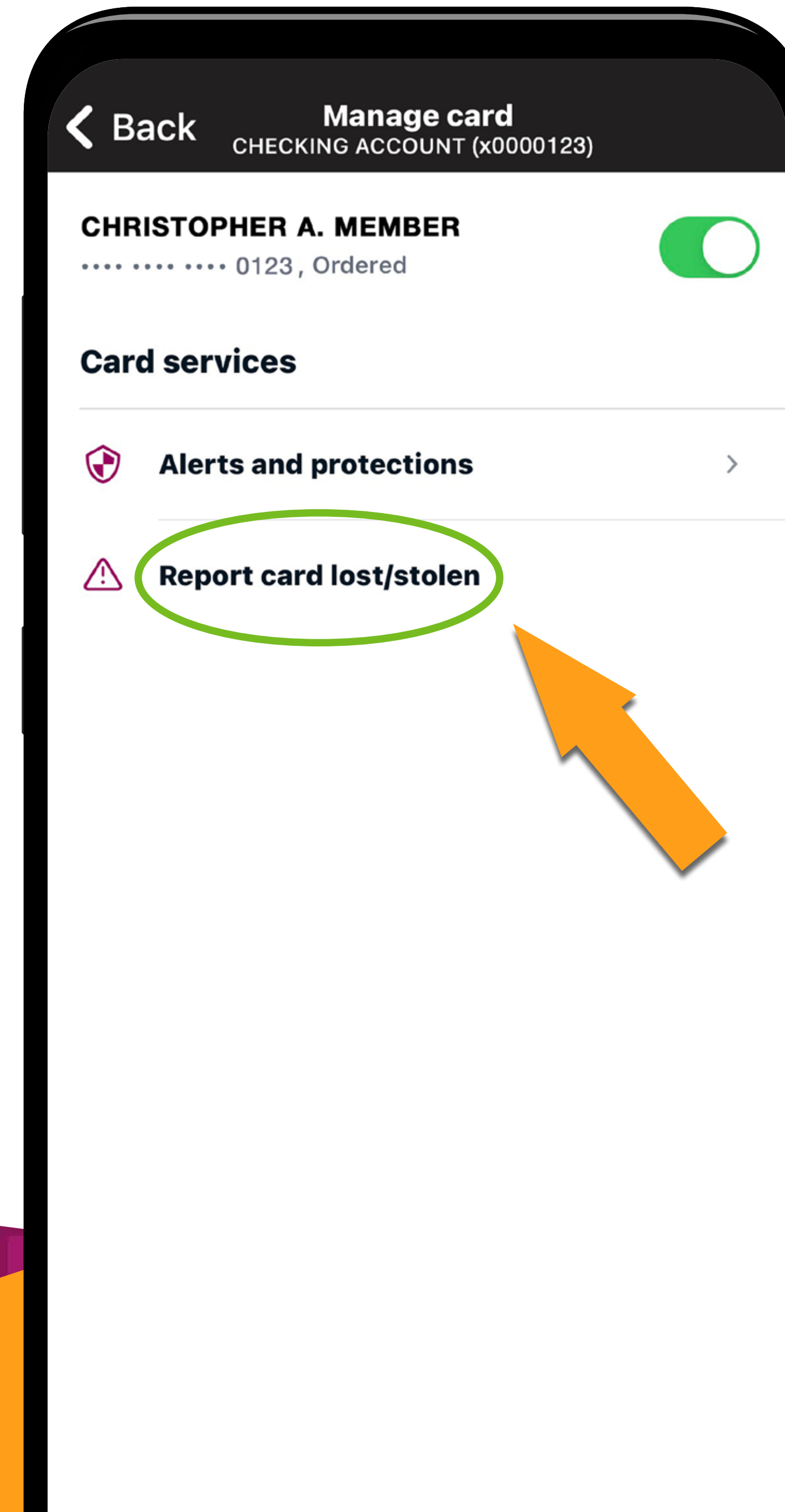
STEP 1

REPORTING A CARD LOST OR STOLEN

Navigate to the **Manage Card** dashboard.
From here you can report a card lost or stolen.

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STEP 2a

REPORTING A CARD LOST OR STOLEN

Select either **My card is lost** or **My card is stolen**.

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◀ **Back**   **Manage card**
CHECKING ACCOUNT (x0000123)

CHRISTOPHER A. MEMBER
•••• •••• •••• 0123 , Ordered

Card services

🛡 Alerts and protections ›

⚠ Report card lost/stolen

Report card lost/stolen ✕
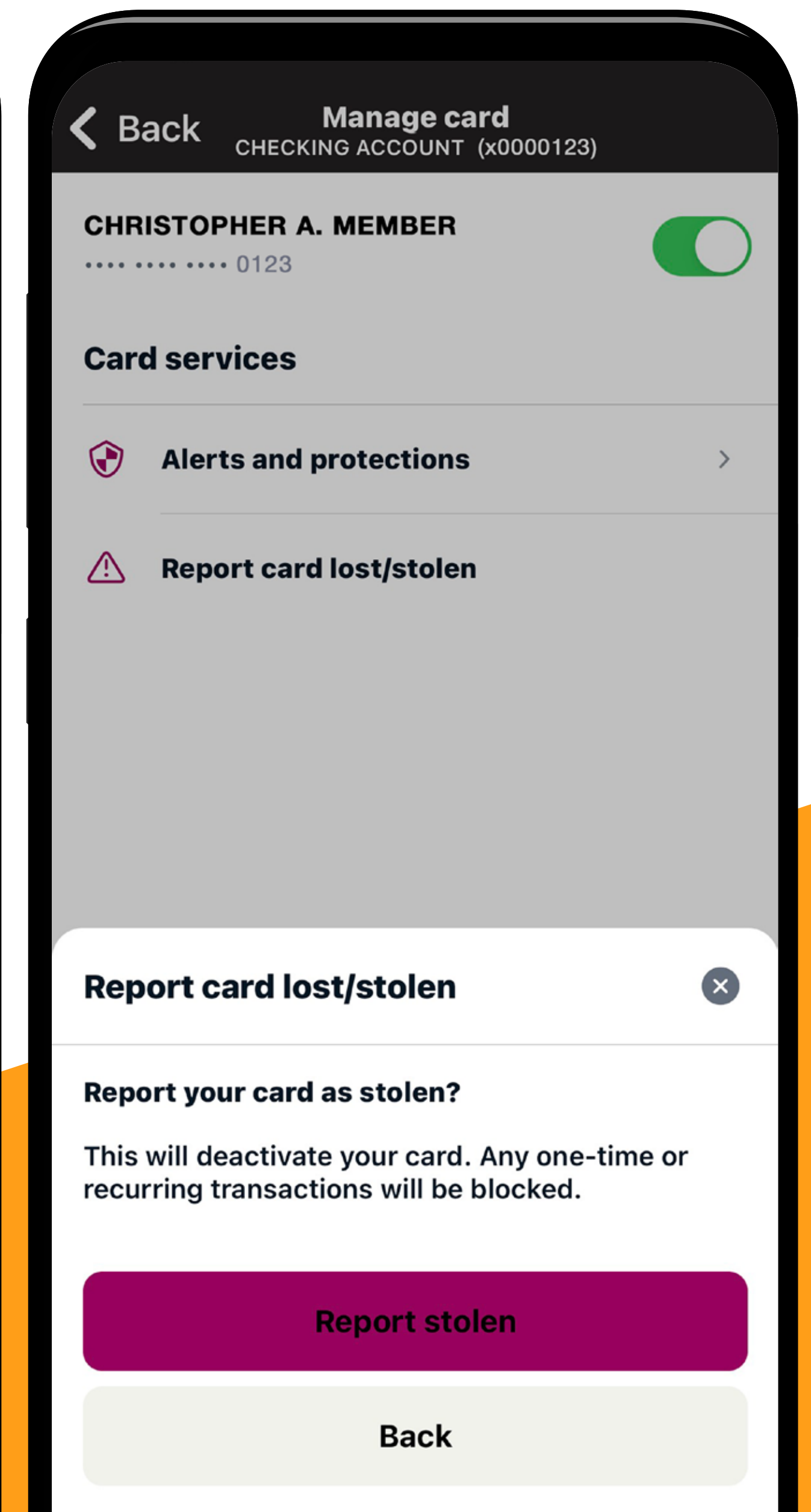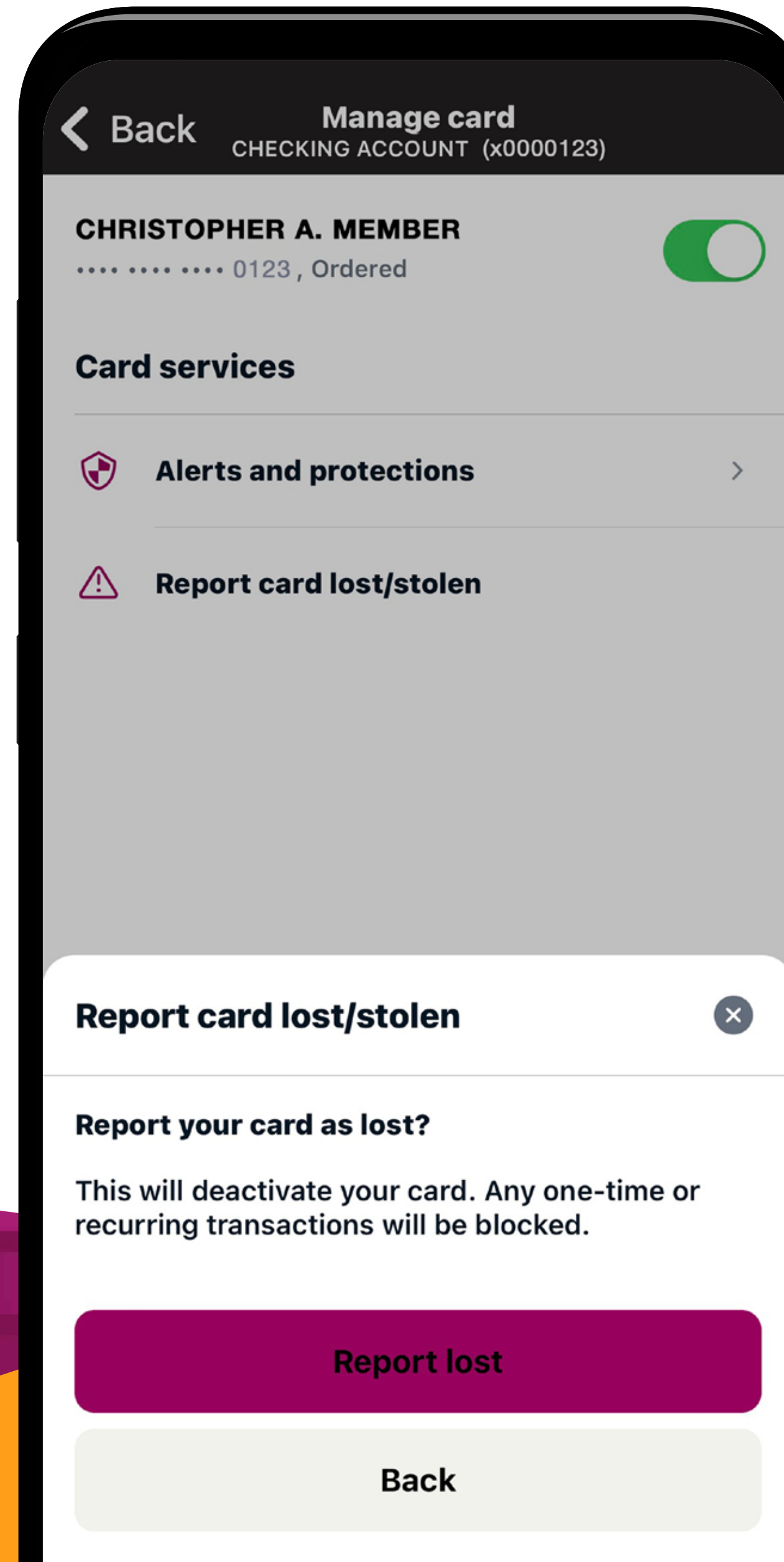
? My card is lost ›

🕵 My card is stolen ›
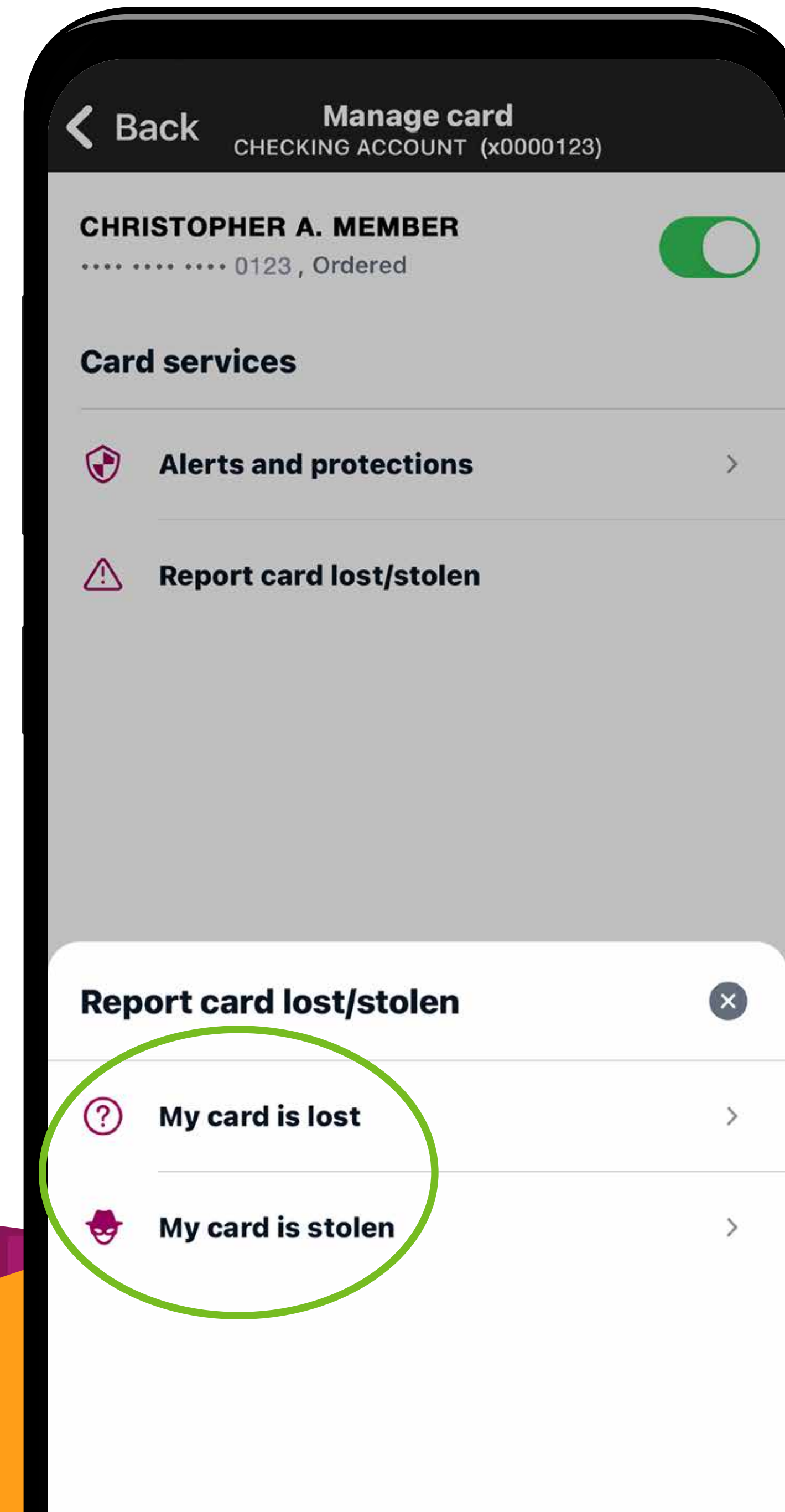
STEP 2b

REPORTING A CARD LOST OR STOLEN

Confirm your selection.

*Note: Once confirmed, your card will be deactivated. Any one-time or recurring transactions will be blocked. **To reactivate a lost card or to request a new card, you must call our Contact Center or visit a branch.***

Back | **Manage card**
CHECKING ACCOUNT (x0000123)

CHRISTOPHER A. MEMBER
···· ··· ···· 0123 , Ordered

Card services

🛡 Alerts and protections 〉

⚠ Report card lost/stolen

Report card lost/stolen ✕

Report your card as lost?

This will deactivate your card. Any one-time or recurring transactions will be blocked.

Report lost

Back

Back | **Manage card**
CHECKING ACCOUNT (x0000123)

CHRISTOPHER A. MEMBER
···· ··· ···· 0123

Card services

🛡 Alerts and protections 〉

⚠ Report card lost/stolen

Report card lost/stolen ✕

Report your card as stolen?

This will deactivate your card. Any one-time or recurring transactions will be blocked.

Report stolen

Back

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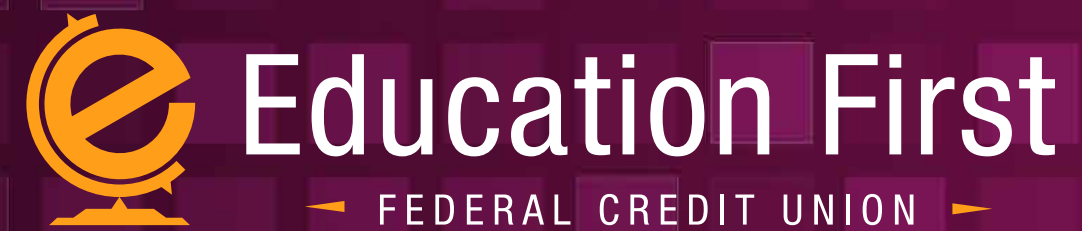### FEDERAL CREDIT UNION

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We hope you take advantage of the fraud prevention features in Card Management.

QUESTIONS? WE'RE HERE TO HELP!

Call us at 409.898.3770 or email us at info@educationfirstfcu.org

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