

## What is CardValet?

Protect your Southern Mass Credit Union Debit Card and manage your spending using the newest smart phone app CardValet.

CardValet is a card management and fraud mitigation tool that enables cardholders to control when, where and how their debit cards are used.

### Fraud Protection

Whether your debit card is lost or stolen or you want to protect yourself from identity theft, skimming and other attacks, you can use CardValet for security. Turning your debit card off when you're not using it helps safeguard against fraud. When your debit card is "off", no withdrawals or purchases will be approved. Transaction controls that allow your debit card to work only in specific locations or geographic areas, add another layer of protection. Set up real-time alerts which will keep you informed when your debit card is used or declined.

### Control Spending

Set spending limits for use or specify by merchant types, such as gas, groceries or retail stores. You can also establish these controls by location. The CardValet app is flexible so you can change these parameters anytime, anywhere. Simply update your transaction controls to fit your spending needs whether you're at home or on vacation.

### Real-Time Alerts

Alerts can be set up to inform cardholders of specific types of transactions. CardValet can send an alert when a debit card is used, when a transaction is approved and exceeds any of the permitted use policies, or when a debit card transaction has been attempted but is declined. The alert is sent in real time, immediately after the transaction has taken place or has been declined.

### How to Download and Install on the Play Store

- Tap on play store
- Search for "Card Valet"
- Tap "Install"

### How to Download and Install on iPhone

- Tap on App Store
- Search for "Card Valet"
- Tap "Get"

### How to Set Up Card

- Set up your User Name and Password
  - User Names cannot contain a period, such as in an email address. Passwords must be at least eight characters in length and must contain at least: one upper

case character, one lower case character, one number, and one special character. You can change your Password anytime in the Settings\Security screen.

- Register your card
  - The first time to open the CardValet App you will be prompted for the debit card number, your address and ZIP code, expiration date, the three number security code on the back of the debit card and the last four digits of your Social Security Number.
- Deleting Debit Card
  - Debit cards which you longer want to control with CardValet can be removed from the list of available cards by using the Manage Portfolio link from the main menu at the top left of the home page. To remove a debit card uncheck the box for the card. The debit card will remain listed in Manage Portfolio, but can no longer be controlled with Card Valet settings.

### Tips:

1. If you choose to use the “Locations” option so that your debit card won’t work if your phone is not close proximity, there are 3 options under “Control Preferences”.
  - a. “My Location” option
    - i. Debit Card must be within 5 miles of your phone
  - b. “My Region” option
    - i. You must select an actual region.
    - ii. *If no region is selected, then all in-store purchases will be denied.*
  - c. “International” option
    - i. Will deny all international transactions.
2. Location services, on your actual phone’s “Privacy” setting must be turned on for the CardValet app.
3. “Location” functionality does not work well, with online transactions, if the merchants code the transaction as “card present”.
  - a. Example: iTunes/Apple Store transaction is done electronically, but Apple codes the transaction as “card present” and you are denied because your card is not physically close to their location.
4. Online transactions should not be denied – if the merchant uses the “card not present” transaction description.
5. If you turn on the “Thresholds” option to restrict transactions above a certain dollar amount, you must actually put in a dollar amount.
  - a. If no dollar amount is selected, all transactions will be denied.

6. Reminder – only 3 failed attempts to register or log on before being locked out.
7. You can add multiple debit cards on a device.
  - a. Each debit card will be separate.
8. You can have the same card on multiple devices (phone, tablet, etc.)
  - a. Only one device is considered the “primary” device.
9. “INACTIVE ACCOUNTS” could be Money Market Accounts, Loans, Credit cards, etc.
  - a. You can prevent these from being seen in the CardValet settings:
    - i. Click on the 3-bar icon and then click on Settings, Manage Accounts, and remove check mark from any accounts you don’t want to see, click on OK.

**Should you have questions concerning CardValet, please call Southern Mass Credit Union  
at 508-994-9971**