**Card Control Frequently Asked Questions**

**What is Card Control?**

Card Control allows you to manage how, when and where your debit card is used, right from your PriorityONE mobile app or online banking, helping to prevent unauthorized transactions and adding an additional layer of security.

**Is there a fee for this service?**

There is no fee to use Card Control. Your wireless carrier may charge a message or data fees for transaction notifications that you receive on your mobile device.

**How do I get started using Card Control for my Debit Card?**

Log into your PriorityONE account online or with the mobile app, then select the Card Control tab to get started.

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

From the first/main screen you encounter in Card Control, tap on the toggle switch to turn your Debit Card ON or OFF.

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

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

**Can I manage Card Controls on more than one Debit Card?**

Yes. From the first/main Card Control screen, select the Debit Card from a list of cards on your PriorityONE accounts.

**If I turn my Debit Card OFF, will my recurring transactions be blocked?**

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

**How do I customize my Debit Card alerts and specify alert types?**

Tap on Set Declines and Alerts and set your preferences via the Send Alerts option. Based on your choice, you can make changes under Merchant Type, Transaction Type, and Spend Limits. You may also restrict your card from international use in Location Type.

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

The communication preferences associated with your PriorityONE account apply to your Debit Card. To set your preferences, log in to your online or mobile account.

* From your online account, choose My Settings to review your contact information and security preferences.
* In your mobile banking app, select “More”, then choose Settings. Go to My Settings to set your security options.

**Can I use Card Controls to notify PriorityONE about my travel plans?**

No, travel notifications cannot be submitted via Card Controls at this time. Please contact us at (954) 335-5100 before you travel so that your Debit Card activity is not flagged as fraud.

**What do I do if my card is lost or stolen?**

If your card is lost or stolen, or you suspect you are a victim of fraud, call us immediately at 954-335-5100, option 2 or after hours at 1-844-665-5228. You can also access Card Control via the mobile app or online banking and immediately lock your card.



**Need further assistance? Please call us at 954-335-5100, option 2.**